**SABIDO, ALVIN H**

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**OBJECTIVE**

To able to contribute to the accelerated growth of the company and build reputation of high integrity through continuous improvement in both personal and professional aspect and at the same time work on initiatives that will continually strengthen my leadership, creativity and good skills.

**SKILLS**

* Good customer service (sales skills)
* Ability to Work Under Pressure
* Customer service experience in a retail environment
* Ability to multi-task
* Communicating effectively and professionally
* Good Interpersonal skills with an ability to understand customer’s requests
* Excellent listening skills and attention to detail
* Highly organized and efficient
* Ability to work independently or as part of a team
* Hard Working
* Excellent attendance record
* Exceptional ability of encouraging and motivating team members
* Possess a great work ethic and superb team skills
* Computer literate (Microsoft word, excel, PowerPoint)
* Food and Beverage Service

**WORK EXPERIENCE:**

**● Showroom Support Officer**

 Innovation Direct Employment Services-Adidas Emerging Markets LLC

 Dubai, United Arab Emirates

 July 12, 2019 – August 12, 2019

**● Junior Sales Executive**

 Innovation Direct Employment Services- Etisalat

 Dubai, United Arab Emirates

 December 4, 2016 – April 30, 2019

**● Junior Sales Executive**

 First Select Employment Services –Etisalat

 Dubai, United Arab Emirates

 June 17, 2015 to December 3, 2016

**Position Description:**

* Provide an outstanding level of customer service by processing orders and ensuring to meet the quality standard
* Respond to customer inquiries and requests and resolved issues efficiently and professionally
* Sell and explain all products and services to the customers
* Handle issues and all customer complaints
* Handling and resolving escalation and urgent request in a highly professional manner
* Processing customer's request according to their needs
* Reporting discrepancies and problems to the Manager
* Giving advice and guidance on product selection to customers
* Collect and verify documents as per TRA regulations
* Assisting the Manager regarding the service quality
* Keeping up to date with special promotions
* Assist customers in updating and maintaining their accounts
* Performs other duties or responsibilities assigned by Duty or Store Manager
* **Customer Service Representative (CSR)**

 Teletech Care Management Inc.-Telstra

 Robinson’s Place Lipa, Lipa City, Batangas, Philippines

 January 27, 2014 – March 16, 2015

**Position Description**

* Consistently maintaining high levels of activity or productivity; sustaining long working hours when necessary
* Processing customer’s request via email
* Having the ability to multi-task with multiple accounts and requests at the same time
* Handling and resolving escalation and urgent request in a highly professional manner
* Contribute to constant improvement by sharing and implementing ideas with supervisors and other management staff and peers
* Provide suggestions on how to obtain service level goals and strategic initiatives
* Performs other duties or responsibilities that maybe assigned from time to time
* **Sales Associate**

TOTALDEV Multi-purpose Cooperative-Nike Park

 Robinson’s Lipa City,Batangas, Philippines

 October 07, 2012 – January 13, 2014

* **Sales Utility Clerk**

Signature Lines Incorporated

JP Laurel Highway, SM City Lipa (Department Store)Batangas, Philippines

January 14, 2012 – June 13, 2012

* **Casual Employee**

Pilipinas Kyoritsu, Inc.

Km. 75 Laurel Highway, Brgy.InoslobanLipa City,Batangas, Philippines

February 28, 2011 – November 9, 2011

* **Sales Demo**

Figliarina Shoes

JP Laurel Highway, SM City Lipa (Department Store)Batangas, Philippines

November 8, 2009 – April 30, 2010

* **Sales Associate**

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JP Laurel Highway, SM City Lipa

September 18, 2008 – March 11, 2009

**Position Description:**

* Responding quickly and resourcefully to customer requests or concerns
* Giving information to customers about products
* Representing the store in professional and positive manner
* Taking care of the customers’ needs while following company procedures
* Organizing the display of merchandise
* Assisting customers with choices by providing them with information about products
* Keeping the store clean and organized throughout the day
* **Banquet Waiter**

Mount Malarayat Golf and Country Club

DagatanLipa City, Batangas, Philippines

July 2007 – April 2008

**Position Description**

* Greet guests as they arrive in the banquet hall
* Serve drinks and take orders
* Explain menu items and food content/ daily specials
* Ensure consistency in preparation and presentation of food items
* Present checks and take cash
* Maintain kitchen sanitation and cleanliness

**EDUCATION:**

Tertiary Course : Associate in Computer Technology

School : Lipa City Public Colleges

Inclusive Dates : SY 2005- 2007

**PERSONAL DETAILS**

Date of Birth : March 27, 1989

Place of birth : Tangway, Lipa City, Batangas, Philippines

Nationality : Filipino

Gender : Male

 **Alvin H. Sabido**

 Applicant Signature