

Chona Urbano

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OBJECTIVE: Seeking a challenging and senior position across Retail with a reputed organization where I can continue to grow at a personal and professional level.

Career Summary

Proactive, dynamic, multi-skilled and result-oriented Retail professional offering a successful career of over 17 years in Retail Operations, Retail Sales & Executive job.

AREAS OF EXPERTISE

- | | | |
|-----------------------------|-----------------------|---|
| • Sales & Marketing | • Retail Operations | • Assisting in creating Budget & Forecast |
| • Executive Management Task | • Customer Retention | • Booking / Ticketing |
| • Relationship Management | • Administrative Task | • Brand Promotions |

Career Progression:

Organization: **Greenwing - Anotah**

Kuwait

Nov. 2005 - till Present

Career History:

- | | |
|--|---------------------------|
| ▪ Cashier | 2005-2007 |
| ▪ Retail Assistant | 2007 - 2014 |
| ▪ Retail Coordinator / Executive Assistant to Retail Director | 2014 -2020 |
| ▪ Executive Assistant of Managing Director | 2020-2022 |
| ▪ Retail Coordinator / Admin Assistant | 2022 -till Present |

Managed and directed all the important matters related to the business – Paid attention to training, selection, and recruitment of the employees in coordination with the human resource dept and Operation Manager.

KEY RESPONSIBILITIES:

- As part of team assist in developing training modules and processes specific for the company.
- Assist in the implementation of strategic market plan to analyze key strengths, weaknesses, competitors and new business opportunities and implementation of Store visit Checklist.
- Take part in the implementation of a new bonus structure for store managers and area managers.
- Ensured that all the tasks carried out by the departments are of required standards and quality.
- Ensured that the new employees get good quality training as per their area of expertise.
- Monitoring stores through Sales, feedback and follow up with Area managers.
- Assist in developing a training manual for Area managers and Store managers.
- Assisted/motivated staff dealing with difficulties and problems.
- Always striving to drive the business efficiently in order to meet the company goals.
- Perform any roles & duties as directed by the Management.
- Responsible for carrying out daily conference calls and weekly meetings with the District Managers to instill the culture and the values of the organization.
- Handle the process of recruiting, hiring and training Sales Associate, Store Managers / Area managers utilizing all the company's resources to the good effect of having the best outcome.
- Keeping Retail employee's personal data's and documents.
- Assisting in Payroll calculation for Retail employees in all regions.

Business Strategy:

- Worked in coordination with the top-level management.
- Assisted the top-level management in preparing strategies to achieve the goals and objectives.
- Working closely with Store Managers, Operation Manager, Merchandisers, Top-Level Management to learn departmental needs and goals.

SKILLS

- Computer Literate, MS office, emailing, and reporting.
- Time management, prioritization, and multitasking abilities.
- Excellent interpersonal skills and build strong relationship with colleagues.
- Great communication skills, including speaking, writing and active listening.
- Able to give and receive feedback and constructive criticism from a variety of channels.
- Administrative tasks such as Business travel arrangements and scheduling meetings etc.

Personal Information:

Degree: Bachelor of Science in Commerce Major in CSIS

Nationality: Filipino

Birthday: December 08, 1981

Language Speaking: Filipino, English, Arabic

Valid Residence #18

Reference:

Mr. Anas Al Tahan – Greenwing Stake Holder

Mr. Essam Ellebishy – Greenwing HR & Payroll Officer