

WILSON.A. COLACO
Deira, Dubai – U.AE
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OBJECTIVE

To work in a challenging work environment where my interpersonal skills, team spirit, customer focus and varied experience will be effectively utilized.

PROFESSIONAL EXPERIENCE

Breitling – Mall of Emirates ***Sales Associate***

23/09/21 – 10/03/22

- Achieving the sales target and focusing on increasing sales by using advanced sales techniques
- Focusing on Up selling/ Cross selling
- Maintaining customer relationships in order to build long term brand loyalty
- Handling new launches, promotion of products and visual merchandising
- Ensuring stock replenishment at all times
- Maintaining general cleanliness, hygiene standards and visual displays
- Implementing CRM at the store level and providing relevant feedback
- Coordinating with Customer Care Centre for after sales service
- Generating Daily Sales Report
- Following all company procedures in ordering, cash handling and other common practice
- Ensure customer delight through exceptional customer service.
- Manage stocks and inventory.
- Record details of all received goods and document all stock movements
- Drive high standards of Visual Merchandising and display.
- Ensure efficient housekeeping to maintain standards of cleanliness, display, lighting and stock rotation.

Emirates Hospital, Dubai ***Front Desk Executive***

08/05/21 – 07/09/21

- Greet patients and Register patients according to established protocols
- Assist patients to complete all necessary forms and documentation including medical insurance
- Ensure patient information is accurate including billing information
- Collect Payments and handle Billing
- Complete other clerical duties as assigned
- Safeguard patient privacy and confidentiality
- Experience in Customer Service and ability to interact with any person at all level; a result from a vast experience in healthcare and Hospitality field.
- Able to take on any responsibility of any job and have the enthusiasm and determination to ensure that it is made with success and a high level of professionalism and confidentiality
- A real hard worker under stress and at any condition with a positive attitude and smile on, remaining flexible, proactive resourceful and efficient all time.

Rivoli Group – Hour Choice, Dubai Mall
Store Supervisor

26/09/09 – 31/05/20

- Working in Hour Choice carrying a versatile range of fashion, smart, sporty , classic, glamorous wrist watches from international brands such as Rado, Tissot, Balmain, Certina, Mido, Calvin Klien, Swatch, Coach, Hugo Boss, Lacoste, Kenneth Cole, Juicy Couture, Ferrari, Tommy Hilfiger, Anne Klein, Timberland among many others.
- In charge of the stocks, sales and daily sales reports of the above brands Understanding and providing assistance in satisfying customer needs & queries about products, prices and services.
- Advising customers on product ranges best suited to their needs
- Achieving the sales target and focusing on increasing sales by using advanced sales techniques
- Focusing on Up selling/ Cross selling
- Maintaining customer relationships in order to build long term brand loyalty
- Handling new launches, promotion of products and visual merchandising
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- Ensure efficient housekeeping to maintain standards of cleanliness, display, lighting and stock rotation.
- Manage scheduling to ensure full coverage of shop floor.
- Maintain grooming standards of retail staff.

Fairmont Dubai
Server – IRD

26/07/04 – 31/08/09

- Greet and interact with the guests in a professional manner before entering the room
- Take orders and serve food & beverage items to the guests in timely, friendly, enthusiastic & professional manner
- Ensure table set up is complete prior to service & at the end of the shift
- Communicate and work closely with kitchen staff to ensure customer satisfaction
- Handle the pantry
- Ensures cleanliness of room service area
- Set up table in guests room and pick up trolleys/trays, put away dirty linen
- Communicates all pertinent information to the department Manager
- Up selling skills
- Creates cost saving controls, ensures economical and safe use of supplies and equipment
- Work as a team player and interact with fellow associates in positive and friendly manner
- Have good knowledge of Minibar

Radisson White Sands Resort, Goa - India
Asst. Waiter

10/10/03 – 24/05/04

Majorda Beach Resort, Goa - India
Asst. Waiter

07/07/00 –10/09/03

Holiday Inn Resort, Goa - India
Trainee Waiter

21/12/99 –02/01/00

Qualification

Passed Secondary School Certificate, Goa Board - India

Additional Qualification

- Completed a Diploma course in “ F& B Service”
- Completed a Diploma Course in “ Photography”
- Certified by Fairmont Hotel for “ Train the Trainer”
- Member of Quality Improvement Team in Fairmont Hotel
- Coffee Champ – IRD- Fairmont Hotel

Personal Details

DATE OF BIRTH	: 1 st June 1975
NATIONALITY	: Indian
MARITAL STATUS	: Married
INTERESTS	: Listening to music, Playing Football, Enjoy videography & photography, love making friends
LANGUAGES KNOWN	: English, Hindi and Konkani.
SKILLS	: Hard working, dedicated, fast learner, good team player
AVAILABILTY	: Immediate
DRIVING LICENSE	: UAE & India

Thanking you,

Yours faithfully,

Wilson Colaco