

JOSELITO YBANES TUYOR



Contact

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Personal Profile

Birth Date : May 4, 1991
Place of Birth : Tagbilaran City
Age : 30
Sex : Male
Nationality : Filipino
Weight : 138 lbs.
Religion : Roman Catholic
Country : Philippines

Hobbies

Reading	Movies
Photography	Sports
Music Mixing	Travel

Education

Bachelor in Hotel & Restaurant
Service Technology (A.Y-2014)
Bohol Island State University

Skill Highlights

- Sales Driving Person
- Strong decision maker
- Complex problem solver
- Service focused

Summary

Energetic and detail-oriented Sales Associate with 2+ years of experience in a fast paced retail environment. A friendly & approachable Customer Service Associate with 1+ year of experience resolving complex customer inquiries. Work as waiter in 2 years of service. Passionate about identifying customers needs, driving sales, and improving the customer journey.

Experience

Wait Staff: October 4, 2019 – October 4, 2021

Chinese Palace Restaurant Group, Mirdif, Dubai, UAE

- Greet and present the menu to the customers
- Take orders, offer menu recommendations & up-sell
- Turn over customers order to the cashier
- Communicate order details to the kitchen staff
- Serve food & drink orders, thank the customers

Customer Service Associate: February 26, 2018 – April 20, 2019

Rustan's Department Store, Ayala Center Cebu, Philippines

- Answer incoming calls and emails in a efficient manner
- Identify customer questions, concerns and overall needs
- Provide accurate answers and solutions to customer queries, attend complaints in a patient manner
- Assist customer to sign up loyalty card/app program
- Releasing of store gift certificates & GWP's
- Keeping all the store documents, make daily sales and accounting reports

Sales Consultant: March 29, 2017-September 7, 2017

Marks & Spencer, Ayala Center Cebu, Philippines

- Build and maintain relationships with clients
- Sell the company's products and services
- Replenish merchandise and always maintain clean, neat and organize the display
- Build a good relationship to the customers, up-sell and assist them to cahiers counter

Sales Associate: June 22, 2014-Febrary 1, 2017

Chibuzo Int'l Corp: Shoes Department, Ayala Malls, Cebu, Philippines

- Greet customers, Directing customers to merchandise, Cross selling products, Introducing promotions & opportunities
- Maintaining the standard merchandise display, cleaning & organizing all the products in the selling area & stockroom
- Always give a satisfying customers service with a heart

Certifications

- Computer Fundamentals
- Personality Development & Communication Skills
- Basic Fine Dining & Table Etiquette Workshop
- Certificate of Appreciation (Exemplary Performance 2018)
- Perfect Attendance, Basket Overload
- TESDA Certifications (F&B, Bar Service, Housekeeping, and Commercial Cooking)