



Mary Grace Bertos

Sales Assistant

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DOB 30/01/1987
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Dubai

Retail Sales Associate with extensive experience in fashion and electronics. Skilled in guiding customers through product selection, efficiently processing transactions, and maintaining visually appealing store displays.

SKILLS

Communication skills

Customer service

Problem-solving

Adaptability

Multitasking

Time management

Attention to detail

LANGUAGES

Tagalog

Native Language

English

Native or Bilingual

Proficiency

Arabic

Basic

INTERESTS

Cooking

Reading

Swimming

Youtube

DIY

WORK EXPERIENCE

Sales Assistant | Swin Furniture – Dragon Mall 2 | Dubai | 04.2025 – till now

- Assisted clients in finding right furniture according to their needs.
- Gave personalized recommendations to increase sales and improve customer satisfaction.
- Handled cash and card transactions, done invoices and CRM data entry.
- Used Whatsapp and phone calling to follow up with the clients and make them buy.

Domestic Helper | British family | Dubai | 01.2023 – 04.2025

- Cooked healthy meals based on family preferences.
- Kept the house clean and well-organized, including gardening and pet care.
- Assisted an elderly granny with daily routines, meals, and companionship.

Domestic Helper / Nanny | Chinese family | Hong Kong | 2018– 2022

- Took care of children aged 9, 12, and 14, ensuring timely attendance at school and extracurricular activities.
- Engaged with the kids through play and learning activities.
- Maintained a clean and organized home by doing different household chores.

Sales Assistant | Grand Mall Hypermarket – Al Wakrah | Qatar | 2016 – 2018

- Greeted customers entering the store. Guided them to choosing ladies wear according to their needs and preference and latest trends.
- Provided good customer service and assisted with purchases.
- Managed cash and card payments at the counter.
- Daily inventory counting.

Sales Assistant | Newpower Middle East – Dragon Mall | Dubai | 2014 – 2016

- Helped customers in finding right mobile accessories like phone cases, mobile chargers, screen protectors and headphones.
- Gave personalized recommendations to increase sales and improve customer satisfaction.
- Handled cash and card transactions carefully and accurately.

Sales Associate | Penshoppe, Robinsons Mall | Philippines | 2008 – 2014

- Assisted customers in choosing clothes and accessories while meeting sales targets.
- Maintained visually appealing store displays that increased foot traffic and sales conversion.
- Processed payments and helped manage the inventory.
- Collaborated with teammates to ensure seamless customer experiences during peak shopping periods.

EDUCATION

Saint Mary's College of Borongan

Bachelor of Elementary Education (undergraduate) | Borongan, Phillipines
2003 – 2005

Eastern Samar National Comprehensive High School | Borongan, Phillipines
1997 - 2002