

LORENA A. SUMAYANG

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Objective

Seeking a challenging career position in higher management with a company offering long-term opportunities for professional growth in recognition of dedication, and superior performance. Intended to build a career with committed & dedicated people, which will help me to explore myself talent fully and my potential.

Key Qualification

- Handled the tasks of dealing with customer inquiries.
- Ability to work under pressure and individually.
- Excellent communication skills.
- Remarkable ability to partially supervise other employees doing related or similar work.
- Responsible giving orders to the different customer.
- Committing shop sale's target.
- Promoting products with quality sample and services of the organization.
- Process inquiries by answering phone calls, fax, email, meeting client in relation to company business.
- As a senior of the company giving training to the new staff and demonstrating the new system with the computer set up.
- Handling with the taxes (VAT) and the prices.
- Cultivated positive and enduring relationships with customer

Duties & Responsibilities

- Set and achieve the personal sales goals of the team.
- Greet customer in a timely, professional and engaging manner.
- Provide honest and confident feedback to the customer regarding merchandise style and fit.
- Build lasting relationships with customer by contacting them to follow up on the purchase, suggest purchase option and invite them to upcoming events.
- Constantly seek new product knowledge to act as an expert for the customer.
- Work as a team player to ensure each customer receives the best service possible.
- Perform daily department sales position maintenance tasks including making outbound phone calls, taking inbound phone calls, sending/answering customer emails, participate in daily meetings and training, research available inventory and the duties as assigned.
- Maintain the shop clean and making survey the stock complete in any brand.

Work Experience

UAE Experience Sale in Perfume

Bin kamal Coral Perfumes industry LLC.(2016-2018)

- Sales
- Cashier
- Perfume promote

Sales lady**June 2013-2014**

- Participated in sales functions within an organization.
- Led business development and marketing effort which expanded the customer base and introduced products into especially market.
- Conducted market research identified emerging market trends and introduce marketing strategies create trade show materials attended trade shows and promoted products.
- Contributed to the implementation of promotional programs that optimized revenue level in a saturated market.
- Promote the new product to the customer.
- Handled client relationship management functions which included promoting enduring relationship with a diverse client.
- Introduce the product to the customer which is u can get the commission.

Daanbantayan J-4tech Cellshoppe(Cebu, city, Phils.)**Cashier****July 2014-2015**

- Help increase the shop sales by keeping honest and responsible.
- Make sure that all items are sold out are matched to the cash transactions.
- Be polite, humble, and always have a great patience to the customer.
- Respect one another in a team.
- Being good and presentable to the customer and being smiling, humble, and especially for being honesty to the company and for customers.
- Honesty is the best policy.

Daanbantayan Prince Hypermart,(Philippines)**Daanbantayan Prince Hypermart June 2013-2014**

- **Perfume promoter**
- Provided promotional leaders, marketing expertise, social media content development, and inventory accountability for local hip-hop Entertainment Company.
- Responsible for the operation to promote the Perfume which is good smell and people will attract to buy the perfume.
- Giving some sample to all Customer.

Customer Services

- Played asked role increasing retention as well as satisfaction rate.
- Be humble to everyone and respect for everybody.
- Respect to the customer even they are in high tempered be patience.
- Attending the customer with proper communication and politely.
- Serve the customer with proper way and giving them satisfaction with the item.
- Greetings with the customer and welcoming to the client.

Education

- Bachelor of Science and Information of Technology
- Cebu Technological University(Daanbantayan Cebu)
- 2 years course
- April 2011-2012

Personal Data:

Sex:	Female
Civil Status:	Single
Age:	23
Place of birth:	San Francisco Cebu, Philippines
Date of birth:	September 7, 1995
Nationality:	Filipino
Language Spoken:	English, Tagalog, Bisaya, Arabic
Religion:	Muslim
Visa Status:	Finish contract

This is to certify that the above information is true and correct to the best of my knowledge and ability.

LORENA A. SUMAYANG

Applicant