

Christen Pascual

Abu Dhabi

christengaylepascual9_37h@indeedemail.com

+971554821337

Courteous, punctual, responsible and friendly individual Exceptional English written and verbal skills, multi-tasking, problem solving and organizing tasks and handling teams for 4years.

Work Experience

Store Supervisor [Le Confort Yas Mall]

Landmark Group - Abu Dhabi

May 2016 to Present

- Greeting the Customers
- Preparing the store for trading
- Maintaining & Cleaning the Store
- Receiving & scanning stocks for inventory
- Maintaining Logbooks for audit
- Understanding product advantages against competitors
- Making Sure to Relay product features & benefits to the customer
- Making sure that potential customers discover the best solution to ensure that the customers' needs are fulfilled
- ensuring that customers feel satisfied with their purchases
- Doing follow up call for reservations
- Converting Customer to buy the product
- Cashiering
- Doing visual merchandise
- Processing return, refund & exchange
- Processing Repair
- Sending Service requests to the correct department based on concerns
- Keeping the back store organized and well maintained (stocks were arranged style and size wise)
- Reporting directly to the operations manager for all store concerns
- Responsible in making consolidations (store & warehouse transfer)
- Sending weekly and monthly attendance
- Handling irate customers
- Sending mails to higher operations regarding sales of each day
- Making sure that the team is functioning well
- Making the team understand daily, weekly, monthly and yearly quota as to achieve the target metrics.

Supervisor (team leader) for Customer Service Sales Representative

Convergys - Bacolod City, Philippines

January 2014 to February 2016

- Greet Customers
- Inbound and Outbound Calls

- Cater customers concerns
- Proper phone etiquette
- Handle supervisor calls
- Handling Kudos Calls
- Making sure that the team is doing superb performance
- Fix their problem on the product
- Sell products and offer promotions
- Build rapport and empathize with the customers
- Get passing metrics
- Customer Service Satisfaction
- Excellent Customer Assistance

Education

Bachelor of Business Administration in Management

Silliman University

March 2013

Skills

Microsoft Word, Excel, Powerpoint, Outlook (5 years)

Awards

Employee of the month for 4 months

July 2016

Been awarded for Employee of the month for 4 months

Top Agent for 2 months

August 2014

Received awards for being top agent. POSE Excellence Certificate for being Top in Customer Surveys

Additional Information

Areas of Expertise:

- Phone Etiquette
- Customer Service
- Time Bound
- Problem Solver
- Microsoft office
- Fluent in Speaking English
- Able to work under pressure
- Able to keep confidential information
- Organized & responsible
- Friendly and proactive

- Multi-Tasker