



Maria Victoria Beltrano

CONTACT

📍 Al Ain City, United Arab Emirates

☎️ +971507721626

✉️ beltrano.dvb@gmail.com

PROFESSIONAL SUMMARY

Driven Senior Sales Associate focused on achieving excellent sales results through impeccable customer service. With 14 years of experience. Training staff to an equally high standard to optimize customer experience and maximize profits. Customer service expertise to achieve team goals. Attention to detail that elevates brand standards.

EDUCATION

BS: Computer Science

Bicol College – Philippines, Philippines

PERSONAL DETAILS

• **Nationality**

Filipino

• **Marital Status**

Single

• **Visa Status**

Residence Visa

SKILLS

- TIME MANAGEMENT SKILLS
- CUSTOMER SERVICE
- COMPUTER LITERATE
- ORGANIZATION

WORK HISTORY

Senior Sales Advisor

04/2021 – Current

PURE OPTICAL LLC – Al Ain, United Arab Emirates

- Maximised sales opportunities by regularly replenishing stock levels of recently sold products.
- Provided high levels of in-store service, promptly resolving complaints to maintain customer satisfaction.
- Successfully applied various sales techniques to steadily expand customer bases.
- Conducted product demonstrations, explaining product features and benefits in non-clinical language to ensure customer comprehension.
- Guaranteed right fit of frames and lenses by verifying accurate coordination with facial and eye measurements and optical prescriptions.
- Ensured safe supply of eyewear, verifying all product deliveries for correct quantities and quality standards.
- Assisted customers daily in selecting frames and lenses according to individual lifestyle and prescription needs.
- Facilitated smooth flow of service, maintaining accurate records of prescriptions, work orders and payments.
- Arranged delivery of glasses and lenses.
- Organized storage facilities to improve efficiency of inflow and outflow.

Senior Sales Advisor

05/2018 – 10/2020

GRAND OPTICS LLS – Dubai, United Arab Emirates

- Responsible for running shop to meet company target
- Checking contact lens in and out stocks and expiration
- Prepare salary list, Banking report, Daily Cash collection on Daily sales statement, Transfer Notes Updates
- Do display merchandising
- Updating receive stocks and checking all material transfer
- Performed frame repairs and adjustments for customer conformability
- Processed payments and health insurance claims efficiently to minimize service delays.
- Prepared patients for vision examinations
- Performed and recorded accurate frame measurements prior to dispensing glasses to ensure customer suitability.
- Lens care education
- Advised customers on spectacle and sunglass choices based on prescription, style and budget to encourage repeat business and guarantee satisfaction.

Shop Manager

11/2011 – 05/2018

OLIVE TREE FASHION LLC – Al Ain, United Arab Emirates

- Handling cash operations : Banking, Petty cash And Till Cash
- Responsible for any interpersonal relationship with customer

- DISPLAY MERCHANDISING / VISUAL
- COMMUNICATIONS
- TEAM MANAGEMENT
- CREATIVE PROBLEM SOLVING
- EYE FOR DETAIL
- CUSTOMER COMPLAINT MANAGEMENT
- PRODUCT TRAINING
- POINT OF SALE OPERATING SYSTEM
- MULTITASKING AND PRIORITIZING
- TRAINING STAFF

- Stocking shelves and do merchandising, visual merchandising
- Assisting customer for brand and type of sunglasses, frames, lenses that customer needs
- Answering queries from customers
- Calling insurance company for customer insurance limit and order
- Reporting discrepancies and problem to optometrist and Operation Manager
- Ordering contact lens and responsible for daily administrative work
- Directed execution of visual merchandising techniques to drive sales and increase foot traffic.
- Led teams to deliver consistently excellent sales-floor service, continually meeting individual needs for first-class customer experiences.
- Consistently hit sales targets by providing motivational training, leading by example and exceptional results.
- Maintained exceptional store cleanliness by performing daily store and till inspections.
- Ensured shop floor staff maintained strict visual merchandising standards, optimizing sales opportunities.
- Directed periodic stock-takes, ensuring accurate records within inventory management systems.
- Built loyal customer bases by delivering excellent service and ensuring availability of in-demand products.
- Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.
- Created and delivered daily schedule assignments to staff members through motivational team meetings.
- Updated store pricing, signage and merchandising based on current promotions, heightening customer interest.

Shop Manager 09/2010 - 09/2011
ALMAYA GROUP, ALMAYA GROUP LLC - Dubai, United Arab Emirates

Asst. Manager 09/2008 - 03/2010
ST. PETER LIFE PLAN INC. - Philippines

Sales Advisor 01/2005 - 05/2007
CROSSINGS DEPT. STORE - Gift Wrapping - Philippines