

Michael Alinanera

CUSTOMER SERVICE

Abu Dhabi, AE

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To work in a competitive environment that appreciates and encourages hard work, team spirit and individual capacity. To offer quality performance through an efficient customer dealing and excellent services satisfaction in any services related institution.

Work Experience

CUSTOMER SERVICE

NOVO CINEMA BANIYAS - Abu Dhabi, AE

May 2014 to December 2018

Duties & Responsibilities: • Make certain guest service is friendly, greet customers, listen and respond to customers needs and concerns.

- Ensuring high levels of customer satisfaction through excellent customers service.
- Record details of customer contacts and action taken.
- Provide assistance and information about products and services, examine-tickets settle seating disputes and solve other customer concerns.
- Book and confirm the reservations from customers.
- Handle POS, accept cash and card payment.
- Offer refreshments and provide extra mile to customers.
- Maintain standards for Novo Cinema Company.
- Complying with all legal regulatory and best practice guidelines.
- Ensure smooth communication and cooperation with guests, supervisors, peers and subordinates.
- Meet customers' expectations.

SALES PROMOTER/STOREKEEPER

DICKIES JEANS APPAREL/BROTHER INT'L PHIL. CORP - Cebu City

March 2012 to January 2014

Philippines

Duties & Responsibilities: • Welcome customers into the store; initiate the sales process, offer them qualified advise on the available products recommend/demonstrate appropriate products and promote cross selling with a view to meet the customer's needs.

- Provide professional until point service to close the sale and offer the customers an overall enjoyable shopping experience.
- Handle customer complaints professionally and escalate any serious issues to the manager for suitable resolution.
- Maintain an up to date database of customers visiting the store. Replenishing stocks as often as required in conjunction with the manager and merchandising team. Communicate to the customers in the information on special offers/sales promotion events. Merchandise goods prominently.

SALESMAN/STORE IN-CHARGE

HOME FURNITURES/ TOYKINGDOM STORE - Cebu City
December 2010 to January 2012

Philippines

Duties & Responsibilities • Greet and provide excellent customer service at all times.

- Maintain in-stock and presentable condition assigned area.
- Attend customers queries about the products offered.
- Following and achieve departments sales goals on a monthly, quarterly and yearly basis.
- Giving demonstration on the products to satisfy customer's needs.
- Responsible for cash payments and submit reports to manager at the end of the day.

Assist customers, a service beyond their expectation.

- Handle customer situation in compliance with policy and procedures.
- Attend customers queries about the products offered.
- Communicate information to customers about the quality and value of the product offered.

Education

Bachelor Of Science in Mechanical Engineering in Mechanical Engineering

UNIVERSITY OF THE VISAYAS

2008 to 2009

SACRED HEART HIGH SCHOOL

2008

Skills

Customer Service