



SUSAN A. BLASCO

PROFILE

I have 15 years' experience in retail fashion industry and 13 years of it, I was been part of management team. Through the experience that I have, I possess the quality and knowledge which business required wherein building up a strong relation to all clients is my key to aim for a higher contribution that I can dominate.

OBJECTIVE

To be associated with progressive organization which can provide me with dynamic work where I to extract my interest and skills as Professional use and develop my aptitude to further the organization objectives and also attain my career targets in the progress.

PERSONAL INFORMATION


Date of Birth : July 21, 1977
Citizenship: Filipino
Civil Status: Married
Gender : Female
Nationality: Filipino
Visa Status: Visit Visa


EDUCATION

BACHELOR OF SCIENCE IN BAKING AND FINANCE
POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
1994-1999-GRADUATED

CONTACT

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SKILLS

TEAM LEADER	STRONG COMMUNICATION
TIME MANAGEMENT	VISUAL MERCHANSING
ATTENTION TO DETAIL	CUSTOMER SERVICE ORIENTED
MULTI-TASKING	INVENTORY MANAGEMENT

EMPLOYMENT HISTORY

ASSISTANT STORE MANAGER- Monsoon Accessorize
(October 26, 2015 to April 18, 2022) Majid Al-Futtaim Accessories

- Dealing with customers promptly. Gives quality standard service, assists and evaluates customer satisfaction
- Responsible for the daily managing of staff and assigning duties
- Managing and motivating staff to increase sales
- Driving and delivering store Key Performance Indicator (KPI's)
- Merchandising and setting up of advertising displays
- Promoting and do suggestive selling about company products
- Directly interacts and deals with challenging customer promptly
- Answering customers' questions and providing them helpful information such as maintaining the products quality
- Monitoring incoming and outgoing shipments
- Complete customer transactions on the cash register, reconciled cash register drawers at the end of the shift
- Perform refund and exchange, complete customer transactions on the cash register, reconciled cash register drawers at the end of the shift

- Organize and plan along with the line manager for upcoming event like sale, promotion, and special offer
- Conduct staff evaluations to make necessary improvements

STORE MANAGER – I AM (August 2013 to September 2015)
Azadea Group

- Ensuring company policies are followed
- Optimizing profit by controlling cost
- Resolving customer issues to their overall satisfaction
- Providing leadership and direction to all employees
- Leading good example of customer service standards.
- Monitor and upgrade customer service level of section staff
- Process POS transactions cash and credit card purchases, handling general exchange & refund
- Handling customer complaint
- Monitoring Sale Budget
- Analyzed and understand reports such as Shop performance and P&L
- Provide monthly staff training
- Ensure that VM/Window guidelines are communicated and implemented commercially for the store.
- Perform monthly stock count and ensure that shipment is receive accurate
- Preparing weekly schedule of staff

ASSISTANT MANAGER2 – ZARA (August 28, 2011 to August 2013) Azadea Group

- Shipment preparation, stock organization and monitor delivery process.
- Ensure that all new collection were display as per VM standard,
- Handling customer complaint
- Control Stock Level
- Conduct competitors visit understanding similar products and price
- Process POS transaction cash and card purchases, and handling exchange and refund
- Making weekly schedule of the staff
- Analyzed and understand report such as Sub-family report (sent-sold), Shop Performance report and P&L report
- Train/follow-up and evaluate staff
- Accuracy and attention to detail

STORE IN CHARGE – VEROMODA/JACK & JONES (June 3,2007 to July 2011) Best-seller

- Goal oriented and ability to work with minimum supervision
- Possess good management and organizational skills
- Enthusiastic in continuing learning and training
- Ability to organize, prioritize and work under pressure, heavy work load and deadlines
- Achieving and exceeding all quantitative (KPI) targets for the store as defined by the company
- Ensuring an accurate Brand image, maintaining visual merchandising standards, maximizing product rotation and conducting quarterly inventories
- Preparing and receiving shipments
- Making weekly schedule of staff

Payroll Assistant / Admin Assistant cum Document Controller – STAR PAPER CORPORATION PHILIPPINES 2000 to 2006

- Processing weekly and semi-monthly payroll to ensure timely and accurate payment
- Compute and maintain up-to-date leave accrual
- Transmit direct deposit and positive pay files, process payroll tax and direct deposit forms
- Processing 13th month of all employees
- Answer phone calls, respond to email, perform data entry and filling task
- Ensuring proper documentation, copying and scanning documents, and checking accuracy of documents
- Preparing memorandum
- Perform other functions that maybe assign from time to time