

# John Kevin Rosanes

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Al Khawaneej, Dubai

## PROFESSIONAL SUMMARY

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Experienced sales assistant for almost 7 years focused on providing customer service to resolve problems and responding to inquiries, demonstrate features and quality standards of the brand, operating POS systems for sales report, handling cash and card payments, and inventory controls. Highly motivated with a strong work ethic, capable of working with a team, eager to learn every aspect of the job and always find areas for improvement.

## WORK EXPERIENCE

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### Sales Assistant/Cashier

Feb 2019 - Present

Emirates National Oil Company (ENOC) • Al Khawaneej, Dubai

- Balance cash drawers, identifying errors and settling discrepancies for the preparation of sales reports.
- Trained new members of the team in operating POS systems, managing customer services, assigned duties, and store policies.
- Organize monthly inventory for restocking, setting up, and keeping the products organized in their respective areas to increase sales volumes.

### Sales Assistant/Stockman/OIC

May 2016 - Feb 2019

Magnifico Jeans INC. (Wrangler) • Tagaytay City, Philippines

- Monitor balance sheet transactions, product inventories, and sales records.
- Actively engage with customers, and make suggestions best suited to their needs.
- Deals with all the customer's questions, and inquiries and provides information concerning warranties, and return and exchange policies.
- Address customer's issues and complaints in a considerate and respectful manner to maintain a high standard of service.
- Applying various selling techniques such as up-selling and cross selling to achieve sales target.

### Sales Assistant/Stockman

Dec 2015 - Apr 2016

JEANSEXPRESSION INC. (Rodeo Drive) • Tagaytay City, Philippines

- Daily and monthly inventory, stock replenishment, orders, and receiving deliveries of merchandise.
- Maintain a positive attitude to establish trust and gain customer satisfaction.
- Ensures the brand's sales are maximized by maintaining cleanliness, organization, and developing presentable displays of products.
- Guarantee the accurate pricing and discounts of the brand's promotional events and sales.

## EDUCATION

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### Computer Services

Jun 2010 - May 2012

Infotech Institute of Arts and Sciences • Makati City, Metro Manila, Philippines

## **SKILLS**

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- Retail experience with strong customer service skills.
- Ability to multi-task to increase productivity and manage multiple responsibilities.
- Efficient communication skills to collaborate with each member of the team, and to sustain high level customer satisfaction.
- Inventory management of stock audits and forecasted supply to ensure stock availability.
- Knowledge of POS systems such as scanning items, handling cash, exchanges, and card payments.