

# GLADYS S. POBLETE

Electra street, Abu Dhabi U.A.E

Mobile No#. 0509455285

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## **Objectives:**

To obtain a position in a professional and challenging environment where I can utilize my knowledge and skills as well as share my work experiences in a manner that positively benefits the organization's goal and contributes towards my career development.

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## **Professional Experience:**

### **High Potential Sales Associate**

**Card Factory UK** (Liwa Trading Enterprises L.L.C)

Galleria mall Abu Dhabi United Arab Emirates (U.A.E)

June 19, 2023 – Present September 18, 2024

#### **Duties and Responsibilities**

- Greet customers warmly and create a welcoming atmosphere and assist customers in selecting products or services based on their needs.
- Respond promptly to customer inquiries, providing accurate and relevant information.
- Drive sales by offering product recommendations, cross-selling, and upselling.
- Engage customers in meaningful conversation to understand their needs and preferences.
- Keep customers informed about promotions, new arrivals, or upcoming sales events.
- Process payments, including cash, credit/debit cards, and other forms of payment.
- Ensure smooth checkout experiences for customers, verifying the accuracy of totals and discounts, describing the customers about company membership reward programmed and loyalty privilege clubs.
- Weekly Report to the Area Manager and discuss the Sales and KPI of the stores
- Maintaining and strongly following the SOP of the store and company.
- Building a comprehensive sales plan. Create and implement strategic sales plans to achieve store targets.
- Develop and execute merchandising strategies to boost sales, set up attractive product displays, and adjust strategies based on sales trends.
- Manage and coach a team of sales representatives, providing guidance and support to improve performance.
- Prepare and present sales report to senior management highlighting Key Performance Indicators and areas of improvement and action plan.
- Doing a walk-through with the top management and CEO of the brand during their visit and discussing business insight of the store.
- Oversee inventory levels, conduct stock audits, and implement strategies to reduce shrinkage and optimize stock.
- Manage petty cash, budgeting, and store expenses while ensuring compliance with store policies and efficient operational procedures.
- Create and manage employee schedules to ensure adequate staffing and coverage during peak periods.
- Ensure store presentation meets company standards, including cleanliness, organization, and visual merchandising.

### **Sales Leader**

**Lovisa Fashion Jewelry and Accessories** (Liwa Trading Enterprises L.L.C)

Airport road, Abu Dhabi United Arab Emirates (U.A.E)

March 15, 2019 – June 18, 2023

#### **Duties and Responsibilities**

- Drives sales through engagement of customer, suggestive selling and product knowledge
- Supervise cash handling procedures, including reconciliation and deposit management.
- Plan and execute in-store promotions and events to drive foot traffic and sales.
- Attending weekly meetings with the top management and discussing the action plan.
- Assist in the sales process by providing excellent customer service.
- Demonstrate knowledge of the products and services to effectively assist customers in making purchasing decisions.
- Operate POS system efficiently to manage transactions, and handle end-of-day reconciliation.
- Locating products, price-checking items, and organizing store shelves and displays.
- Design and implement attractive displays to highlight seasonal items and best-sellers.

## **Sandwich maker / Cashier**

### **Subway Restaurant (Star Services L.L.C)**

Airport road, Abu Dhabi United Arab Emirates (U.A.E)

November 10, 2017 – November 24, 2018

#### **Duties and Responsibilities**

- Performs Cash-In Procedure-accounting for all forms of money, bread, etc., during the shift.
- Understand and do all quality standards, formulas, and procedures as outlined in the SUBWAY.
- Exhibits a cheerful and helpful manner while greeting guests and preparing their orders.

## **Store in Charge / Supervisor**

### **Forty Fruity**

Khalidiya Mall Abu Dhabi, United Arab Emirates (U.A.E)

September 20, 2014 – September 20, 2016

#### **Duties and Responsibilities**

- Train workers in food preparation, sanitation, and safety procedures to ensure quality standards.
- Take orders by punching them into the POS database and repeat orders to ensure accuracy
- Control inventories of food, equipment, and beverages and report shortages to designated personnel.

## **Production Operator**

### **Halwa & Gahwa**

Al Muroor Road Abu Dhabi United Arab Emirates (U.A.E)

March 08, 2014 – August 08, 2014

#### **Duties and Responsibilities**

- Maintaining workstations clean, cleaning equipment, and following safety guidelines.
- Fold and pack goods and merchandise into the compartment.
- Ensure that the final products meet high-quality standards

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### **Abilities and Skills:**

- Knowledgeable in KPI Analysis (ATU, ATV, AUR, CONVERSION)
- Utilize Microsoft Office suite for data management and reporting.
- Demonstrated advanced proficiency in Excel for sales tracking and Word for creating store documents and correspondence.
- Strong verbal and written communication skills for effective interaction with customers, staff, and suppliers in English.  
Also approachable with good memory.
- Proficient in using a Point of Sale (POS) system for transactions, inventory management, and reporting.
- Willing to learn, open to continuously learning and adapting to new trends, systems, and company policies.
- Strong ability to prioritize tasks and manage time effectively to keep store operations running smoothly and work in various surroundings.
- Positive attitude towards work, Hardworking, dedicated, and flexible, can work independently or with minimum supervision.

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### **Educational Background:**

#### **College:**

**2 Year's Hotel and Restaurant Management**

**Systems Plus Computer College**

San Fernando, Pampanga Philippines

2009 – 2011

**DIPLOMA Certificate attested by MOFA in UAE**

#### **Secondary:**

**Pampanga High School**

San Fernando, Pampanga Philippines

2004 – 2008

### **Personal Information:**

Birthday	:	May 29, 1992
Citizenship	:	Filipino
Marital Status	:	Single

*I do hereby certify that the above-given information is true and correct to the best of my knowledge and ability.*

**Gladys S. Poblete**

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