

APPLICATION FOR ANY SUITABLE JOB

To: PERSONNEL MANAGER

Dear Sir/ Madam,

I would like to apply for a position deemed fit in your prestigious company. I have experienced working with multicultural people from all walks of life and relate to them well amicably. I have been in various fields of sales and customer service industry for almost twenty-three (23) years of experience.

Please consider the attached curriculum vitae carefully in light of your current needs and let me know if you see a match with my experience.

No letter, of course, can adequately convey all the details of my experience, but if the above qualifications are in line with the job you are trying to fill, I would very much appreciate the moment to talk to you and get your opinion on whether my background and inclination would be suitable for the job you can offer.

At your convenience, I am always available and willing to report to your office.

My mobile number is +971 50 2485238, and currently hold a Husband Visa.

Sincerely yours,



Ma. Teresa B. Capili



MA. TERESA B. CAPILI

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📍 Villa 17 41b St, Al Rashidiya,
Dubai, UAE

EDUCATION

Bachelor of Arts Major in
Agri-business Management

Polangui Community College
Polangui Albay, Philippines

1994 - 1998

SKILLS

- Excellent sales and customer service
- Effective Communication
- Ability to manage multiple tasks simultaneously
- Strong reporting skills and attention to details
- Ability to work in a team

PERSONAL DETAILS

Date of Birth : February 9, 1978
Gender : Female
Citizenship : Filipino
Civil Status : Married
Passport No. : P3827867B
Date of Issue : November 13, 2019
Date of Expiry : November 12, 2029
Visa Status : Husband Visa
Validity : February 1, 2026

OBJECTIVE

To work as a team in a reputable company with a comfortable working environment wherein I can use the fullest extent of my knowledge and skills in my chosen career and be able to impart what I have learned and experienced in my previous endeavors and at the same time achieving the goals and objectives of the company.

QUALIFICATIONS

I have been in the sales and customer service industry for almost twenty-three (23) years. I am highly motivated, able to work independently, responsible, enthusiastic, resourceful, hardworking, and accustomed to fast-paced working environments.

WORK EXPERIENCES

SALES ASSISTANT

Ace Hardware
Sheikh Zayed Road Al Quoz
Al Futtaim Group of Company
Dubai, U.A.E
September 2015 – June 2024

JOB DESCRIPTION:

- Responsible for stock availability and ordering the stocks.
- Processing transactions quickly and accurately.
- Greet, assist, and sell to customers.
- Taking pride in our store in maintaining it to a high standard.
- Providing exceptional customer service and product knowledge to the customer.
- Establishing the customer needs by using an open-ended question and active listening technique.
- Monitoring the quality and cost price of the product items.

WORK EXPERIENCES

SALES ASSISTANT

Toys R' Us
Deira City Center
Al Futtaim Group of Company
P.O Box 3427
Dubai U.A.E
Oct. 2010 – September 2015

JOB DESCRIPTION:

- Greet, assist, and sell to customers.
- Establishing the customer needs by using open-ended questions and active listening techniques.
- Processing transactions quickly and accurately.
- Merchandise and replenish stock as directed.
- Maintaining eye-catching effective displays within the store.
- Maintaining an orderly checkout area.
- Responsible for stock availability and ordering the stocks.

SALES COORDINATOR

Lulu Centre
Department Store
Deira, Dubai U.A.E
April 2002 – May 2005

JOB DESCRIPTION:

- Greet, assist, and sell to customers.
- Attend and assist customers according to their needs and satisfaction.
- Checking all the items to make sure they are properly arranged, displayed, and in good condition.
- Monitoring the quality and cost price of the product items.
- service.
- Merchandising and replenishing stock as directed.
- Maintaining eye-catching effective displays within the store.
- Monitoring the quality and cost price of the product items.

SALES EXECUTIVE

Tag Car Rental L.L.C
P.O . Box 117091
Dubai, U.A.E
December 2005 – December 2008

JOB DESCRIPTION:

- Assist clients in filling up the reservation form and discussing any details that they hardly understand with respect and enthusiasm.
- Locate and notify customers of delinquent accounts by telephone to solicit their reasons for non-payment.
- Checking and handling incoming and outgoing e-mails and postal mail and directing accordingly.
- Keeping overall supervision in the reception area, attending to fax documents, telephone business calls, and
- Customer inquiries, and directing calls accordingly.
- Maintaining of office filing system (both paper and electronic).

QUALITY CONTROLLER/FINAL VISUAL INSPECTOR

LITE-ON Power Semi-Conductor Corp.
Keelung, Taiwan
Republic of China
Sept 1999 – June 2001

JOB DESCRIPTION:

- Performing the inventory before and after lot processing.
- Preparing and updating the daily report about the quality of the finished product.
- Scan, recheck, and fill up total control methodology production documents.
- Performing other duties assigned by the duty supervisor as per the operational requirements

CASHIER IN-CHARGE

TFB Group of Companies Alabang Town Centre Philippines

Jan 1999 – July 1999

JOB DESCRIPTION:

- Responsible for the correctness and accuracy of the customer transactions.
- Assured that all items were charged, and all transactions were properly accounted.
- Preparing daily sales reports by computing all the receipts.
- Responsible for incoming and outgoing stocks in the showroom.
- Develop and maintain positive customer relations with all new and existing customers.

TRAINING ATTENDED

- Values Excellence in Action – January 2024
- Active Performance Culture – November 2023
- Career Growth and Individual Development Program – October 2023
- Continuous Performance Certificate – September 2023
- Activate Performance Culture Handbook – April 2023
- Developing Customer Satisfaction Mindset – Al Futtaim Training Centre – 13 August 2013.
- Foundation of Merchandising – Al Futtaim Training Centre – 15 March 2013
- Completed an Intensive Training/Seminar in Inter Graduated Hotel Restaurant and
- Passenger ship operation specializing in Waiter, Bartending, Front office, Housekeeping, Laundry, and
- Cabin Stewarding held at the G.L.S Training Center, Manila Philippines. / 12 August 2001.
- On the Job Training in Housekeeping and Laundry Departments of Century Park Hotel from 20 August until 03 October 2001 in Manila, Philippines.

ACHIEVEMENTS

- Service champion for the month of November 2014 (Toys R'Us).
- Awarded and recognized for achieving 100% in Mystery shopper results for the month of May
- 2014 (Toys R'Us).
- Service champion for the month of May 2013 (Toys R'Us).
- Service champion for the month of September 2011 (Toys R' Us).

REFERENCES

Nifal Ali

Ace Hardware / Head of Retail Operations.

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Ace Hardware / Human Resources

Phone No: +971 50 946 6219

Email: Prabir.Jena@alfuttaim.com

I do hereby declare that the above-mentioned information given by me is true to the best of my knowledge and belief