



reanthonylerona@gmail.com



971585083789



Dubai, United Arab Emirates  
0000



UAE Light Motor Vehicle  
(Automatic) On Process



linkedin.com/in/re-anthony-  
lerona-59639570

## EDUCATION

Bachelor of Science,  
Agriculture  
**Central Mindanao University,**  
Philippines

## PERSONAL DETAILS

**Date of Birth / Age:** February  
11, 1991

**Nationality:** Philippines

**Marital Status:** Single

**Visa Status:** Employment Visa  
(Available Immediately)

**Gender:** Male

**Religion:** Christianity

## LANGUAGES

**English**

# RE ANTHONY LERONA

## PROFESSIONAL SUMMARY

**Highly motivated and results-driven sales and customer service professional with extensive experience in the driving school industry and retail. Proven track record of driving sales growth and improving customer satisfaction through effective communication, problem-solving, and relationship-building skills. Skilled in identifying customer needs, providing product and service solutions, and negotiating and closing sales deals. Strong knowledge of driving school operations, regulations, and best practices. Committed to providing exceptional customer service and building long-term relationships with students and their families.**

## WORK HISTORY

August 2022 - Current

**Galadari Motor Driving Center - Branch Ops, Sales & Client Service Executive,**  
Dubai , United Arab Emirates

- Assisting incoming and current student in the branch for all queries and concerns. Turn customer inquiries into registration. Be knowledgeable about products and services, and able to understand the needs of each customer segments.
- Assist with managing the classes of student and driving instructors including scheduling student classes for Light Vehicle, Heavy Bus, Heavy Truck, Forklift, Motorcycle and Shovel and ensure 100 percent vehicle and driving instructor utilization.
- Making sure that the schedules of Driving Instructors are fully utilize without compromising employee satisfaction, client and financial satisfactions and managing and scheduling of RTA Exams such as Theory. Road Test, Parking Test and Direct Test for students.
- Coordinate and collaborate with operations management and marketing team to ensure that service targets are met and help the team formulate and implement, via the operations management team, immediate action plans to address short-staffing and identifying opportunities and suggesting way to improve efficiency of staffing and scheduling to management.
- Keep, and constantly increasing product service knowledge within the driving school competitors to a high level (including competitors packages), offers, payment structures and benefits.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services and assist the new clients opens files by recording account information as per the requirements.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution and generate highest level of customer experience and brand loyalty in every task and activity.

September 2020 - August 2022

**Jumbo Electronics - Sales Executive** , Abu Dhabi , United Arab Emirates

Fluent

**Tagalog**

Native

- Managed client relationships from early stages of sales process through to post-sales
- Built long-term relationships with customers and generated referrals from existing clients.
- Generated new leads and opportunities to maximise revenue.
- Achieved and exceeded sales targets in line with client growth across all products and services.
- Maintained contact with customers throughout sales and pre-delivery process.
- Understood customer needs to craft exceptional sales journeys.
- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.

June 2020 - September 2020

**Lenovo Arabia - Lenovo Laptop and Tablet Sales Representative**, Abu Dhabi , United Arab Emirates

- Initiate and close sales for a LENOVO Laptop and Tablets. Maintain an awareness of all promotions and advertisements.
- Build relationships with decision makers, suppliers, purchasers and match the customers with the right solutions for their needs.
- Demonstrated effective communication when interacting with customers, co-workers and managers. Giving professional advice to students and professionals on which laptop is suitable for their needs.
- Assist, help and instruct the clients in doing basic setup in their laptop like installing MS Office, Antivirus etc. Assist with any problems associated with merchandise in conjunction with customer service and warehouse operations.
- Give ideas regarding offers to boost sales and maintain an accurate records for sales which help in deriving the right figures and lastly give feedback to higher management about the products.

October 2018 - June 2020

**Honor Arabia - Honor Devices Retail Sales Executive**, Abu Dhabi, United Arab Emirates

- Provided expert technical support to customers for a wide range of Apple products, including Mac computers, iPhones, iPads, and Apple Watches.
- Diagnosed and troubleshoot hardware and software issues, and performed repairs and maintenance on HONOR Devices.
- Assisted customers with setting up and using their Apple devices, and provided training on various features and functions.
- Kept up-to-date with the latest HONOR product releases and technology trends, and used this knowledge to provide informed advice and recommendations to customers.
- Maintained accurate and up-to-date records of customer interactions and repairs performed. Contributed to team efforts by achieving individual and team goals for customer satisfaction, product knowledge, and sales.

Provided excellent customer service, and handled customer inquiries and complaints in a professional and timely manner.

May 2015 - September 2018

**COMTEL General Trading LLC - HTC Smartphone Retail Sales Executive**, Dubai , United Arab Emirate

- Developed and maintained relationships with existing and new customers to drive sales and revenue growth.
- Identified customer needs and requirements, and provided product and service solutions to meet those needs.
- Negotiated and closed sales deals, and processed orders and contracts and collaborated with internal teams, such as marketing and product

development, to align on sales strategies and goals.

- Provided regular sales reports and forecasts to management. Maintained accurate records of customer interactions and sales activities.

---

## SKILLS

Ability to think outside the box, generate new ideas, and find creative solutions to problems

Ability to understand and manage one's own emotions, as well as the emotions of others, to build strong relationships and improve team performance.

Ability to adjust to changing circumstances and to learn new skills and technologies quickly.

Ability to lead and manage teams, including setting goals, providing feedback, and motivating and developing team members.

Ability to use specific tools, technologies, and software relevant to the job role, such as CRM, data science tools and software.