

# MARIE ANNE LIZETTE VILLANUEVA

CUSTOMER SERVICE, SALES, OPERATION

*An enthusiastic individual with proven experience seeking a challenging position that can provide a steady growth and learning opportunity to practice my profession and practical experience extensively. Prosper a career in a reputable organization with integrity and high professionalism as well as to assert on company's goals and objectives. Meet new elevation on a given position and to enhance thereafter.*

## CONTACT

### Phone

+971562649712

### Email

lizette\_villanueva62@yahoo.com

### Address

Al Barsha 1 Dubai, UAE

## EDUCATION

### ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY

Colegio De San Pedro  
2010

### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

STI College  
2007

## EXPERTISE

Communication	<div style="width: 80%;"></div>
Interpersonal	<div style="width: 80%;"></div>
Active Listening	<div style="width: 80%;"></div>
Computer Literate	<div style="width: 80%;"></div>
Problem Solving	<div style="width: 80%;"></div>
Team Player	<div style="width: 80%;"></div>
Leadership	<div style="width: 80%;"></div>
Customer Service	<div style="width: 80%;"></div>
Time Management	<div style="width: 80%;"></div>

## PERSONAL INFO

Date of Birth: December 17, 1989

Nationality: Filipino

Visa Status: Residence Visa

Language: English & Tagalog

## PROFESSIONAL EXPERIENCE

### ASSISTANT STORE MANAGER

Life Pharmacy LLC Dubai, UAE

May 2021 - Till Date

- Assisting the store manager in all areas of daily business operations, human resources, customer service and merchandising.
- Coordinating, monitoring and reporting on daily operations.
- Monitoring and maintaining suitable store inventory levels.
- Assisting with the development of new sales and recruitment strategies.
- Ensuring the store environment complies with health and safety regulations.
- Maintaining a clean, organized and aesthetically pleasing store front.
- Resolving customer complaints and concerns in a timely manner.
- Ensuring that store policies and procedures are followed.

### SALES ASSOCIATE

Life Pharmacy LLC Dubai, UAE

March 2020 - April 2021

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

### SALES ASSOCIATE CUM CASHIER

Mumuso General Trading LLC Dubai, UAE

July 2018 - January 2020

- Offer exceptional customer service to promote the company brand.
- Keep cash counter clean at all times and maintain neat, orderly product display
- Operate POS machine for entire duty.
- Count, organize and balance the cash drawer, and make deposits while in the presence of a manager or supervisor.
- Assist Guest with general questions pertaining to individual's items, as well as any other guest concern.
- Perform cashier Duties at the checkout including
- Assist customer at checkout with sales, returns and other transactions.
- Maintain an awareness of the new product, product knowledge in order to assist customers with purchase decision as necessary.

### SALES ASSOCIATE CUM CASHIER

Landmark Group Dubai, UAE

June 2016 - February 2018

- Handling POS machine, petty cash and reimbursements. Make sure all cash float are tally.
- Issue manual receipt, refunds and change items by customers.
- Accountable for preparing cash tills and assure that there is enough notes and coins.
- Responsible for Day to day bank deposit.
- Preparing orders thru online order.
- Answering phone calls and e-mails.
- Manage all important documents.
- Update all Sales in the system.
- Receiving Deliveries and make sure there is no damaged before we display.
- Receiving and processing cash, card and promotional voucher transaction.

### SALES ASSOCIATE / STOCK CLERK

Guess Manila, Philippines

August 2011 - June 2016

- Receiving stocks from the Warehouse.
- Make sure all stocks are tally.
- Make sure all items have security tag before we display.
- Preparing stocks need to be transferred to other store.
- Handling inventory of the stocks.
- Handling POS Machine as well.
- Make sure all items/clothes are properly steam before we display, especially for window display.
- Manage daily inventory for Daily and Monthly Inventory.