



BENIGNO MASCARINAS AQUINO

CONTACT INFO

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Address
Dubai, UAE

SKILLS

- Having a professional approach to all routine tasks.
- Focused on the delivery of customer services
- Excellent time management
- Excellent active listening skills.
- Excellent sales and customer service skills.
- Professional event management experience
- Enjoy teamwork, working with other staff in the workplace and working within groups.
- Self-motivated with excellent problem solving.
- Have good organizing skills.
- Hard working and Trust Worthy.
- Smart, well-groomed and confident.
- Possessing a friendly, approachable personality.

SOFTWARE SKILLS

- Word
- Excel
- Power Point

PERSONAL INFO

- Date Of Birth : 16-04-1986
- Marital Status : Single
- Nationality : Filipino
- Visa Status : Visit Visa

CAREER OBJECTIVE

Aspire to serve a reputed organization with sincerity & determination, to succeed with sound professional knowledge & creativeness, and be involved in strategic decision making in contributing effectively to achieve the primary objective of the organization.

WORK EXPERIENCE

SALES ASSOCIATE/CASHIER

Oct 17 2019 / Oct 10 2023

Alyasra Fashion LLC, Koton Dubai Mall, Dubai UAE.

“Koton is a turkey brand and High Fashion Industry selling Clothes and Shoes for Ladies, Men’s Kids; Accessories like bags, wallet, scarfs, belts, socks; and Jewelries like earrings, necklaces bracelets”

Duties and responsibilities

- Greet customer as they enter the store in a friendly and confident manner; Greet the customer as you approach them with a smile; Put tasks aside to greet a customer
- Seek to understand by asking open questions to find out what the customer is looking for;
- Understand if the customer wants, time to browse and know when is the right time to approach
- Is able to engage with the customer in a natural conversation demonstrating passion for the brand and the fashion trends
- Suggests items that complement the costumer choice or alternative items if size is not available
- Suggests to the customer that they try the outfit on in the fitting room knows the latest trends and how to build an outfit; Suggest the Shukran loyalty card
- Talk & Thank to the customer at the cask desk, engages in a natural conversation with the customer; and gives a compliment about their choice
- Wrap the items with care and say thank you to the customer.
- Responsible for the Store replenishment, steaming, sizing; and folding of clothes.
- Responsible for the Store by Scanning using the deliveries one by one; putting hard tags; and soft tag all items, and the security alarm check.
- Achieving store sales target, KPI’s such as Average target value (ATV), Conversion and item per-customer (IPC).

SALES ASSOCIATE/CASHIER

Sept 22 2015 / Sept 22 2019

**Koton Brand - Landmark group Company LLC.
Koton Dubai Mall, Dubai, UAE.**

“Koton is a turkey brand and High Fashion Industry selling Clothes and Shoes for Ladies, Men’s Kids; Accessories like bags, wallet, scarfs, belts, socks; and Jewelries like earrings, necklaces bracelets”

WAITER/ STORE IN-CHARGE / CASHIER

Mar 2012 / Aug 2015

**Food and Beverage, Small Meal Service (SMS) Restaurant and Confectionery LLC
Burj Khalifa Dubai Mall Metro Station, Dubai, UAE.**

“The Company is in the food and beverage industry selling meals, cakes, pastries, hot and cold beverages, fresh juices and fresh fruits”

- Ensure that each customer receives an outstanding service by providing a friendly environment by giving acknowledgment and friendly greetings with professionalism to each customer.
- Warmly present the menu to our customers, giving them suggestions and recommendation as to our meals and taking orders appropriately.
- To monitor and maintain the quality of each meal and beverage that has been served to our customers.

LANGUAGES

- English
- Arabic
- Tagalog

- Attending and responding to the customers' needs promptly and professionally.
- Taking care of customers complains and providing them the best possible solutions to settle the problem.
- Responsible for the store cashiering and cash remittance; sales and inventory reports; and delivery checking.
- Performs other task such as maintaining the store appearance in an orderly manner and doing the general cleaning.

WAITER/ CASHIER

July 2008 / Aug 2011

Food and Beverage

Top System Establishment; Le Croissant Shop (A Coffee Shop)

Sulimania Branch, Riyadh, KSA.

"Le Croissant is in the industry of food and beverages providing services from airport coffee kiosk to chic urban houses"

- Making great cappuccino, Americano and macchiato, which require both skills and art.
- Provide excellent service in filling customers coffee drinks in a quick, efficient and consistent manner all the time.
- Presenting the menu, suggesting diner course and wines, and providing additional information to the meals on the menu and the way the food is being prepared.
- Serving good meals to patrons in accordance to the established rules and etiquette of the company.
- Handles customer service thru phones and provide answers to their queries.
- Responsible for the daily sales report and inventory.

EDUCATIONAL BACKGROUND

- **CAREGIVER COURSE**
Data Center College of The Philippines
Baguio City, Philippines
2006-2007
- **BACHELOR OF SCIENCE IN NURSING**
Undergraduate
University of Baguio
Baguio City Philippines
2003-2006
- **Secondary**
Isabela National High School
Ilagan, Isabela Philippines
1999-2003
- **Elementary**
Buenavista Elementary School
Buenavista Gamu Isabela Philippines
1993-1999

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