



## PROFILE

### CONTACT

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### PERSONAL INFORMATION

Age: 28  
Birthdate: August 16, 1995  
Nationality: Philippines  
Marital Status: Single  
Visa Status: Visit Visa

### EDUCATION

2012 – 2018  
**Bachelor of Science in Business**  
**Administration**  
**Major in Microfinance**  
**FORBES COLLEGE**  
Legaspi City, Albay, Philippines

# BRIAN TORLA

## WORK EXPERIENCE

### Sales Associate

Penshoppe - Ayala Malls Legazpi  
City Albay, Philippines  
June 2021 – June 2023

- Welcoming customers into the store
- Staying knowledgeable about our range of products
- Explaining to customers the best products for their needs
- Recommending related products to increase customers' options and enrich the shopping experience.
- Contribute ideas to improve sales, products, and operations, and work with management to implement improvements.
- Promoting special sales, offers and awareness of store loyalty program.
- "Go the extra mile" to drive sales.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.

### Loan Officer

Negros Women for Tomorrow Foundation Inc.  
Legazpi City, Albay, Philippines  
July 2019 – May 2021

- Looking for potential clients through fieldwork
- Conducting center meetings to clients to assist in updating. Passbook, giving receipts and collecting payments.
- Maintain and update client account records.
- Interview applicants to determine financial eligibility and feasibility of granting loans
- Communicate with clients either to request or to provide. Information.
- Assess customer needs, explore all options and introduce. Different types of loans
- Processing client's requirements for loan release
- Responsible for creating weekly and monthly report

## SKILLS

- Proficiency in MS Office tools
- Honest and dedicated to work
- Self-Motivated, hardworking and willing to learn
- Product Knowledge and Industry Experience,
- Innovation and energy with a desire to drive others
- Commitment to people management
- Excellent customer service skills and meet clients concerns.
- Versatile and adaptable

### **Merchandiser**

LCC Supermarket

Legazpi City, Albay, Philippines

July 2018 – July 2019

- Responsible for ensuring assigned customer accounts are consumer-ready.
- Collaborating with suppliers to ensure proper execution of plans.
- Creating and organizing promotions and advertising campaigns.
- Analyzing sales figures.
- Gathering information on market trends and customers reactions to products.
- Handles a store's inventory levels and products displays.
- Submitting inventory reports

### **Bagger**

101 Shopping Mall

Legazpi City, Albay Philippines

December 2013 – December 2014

- Assist Customers
- Placed customer's purchased goods into bags, maximizing space while avoiding overloading
- Ensured customer was completely satisfied by assisting with carrying out groceries
- Maintained smooth check out process by frequently replenishing bag supply and retrieving carts
- Completed other duties as assigned, such as returning unwanted merchandise, retrieving special products at customer's request, and enhancing product displays through uniform presentation

### **Waiter**

La Piazza Hotel

Legazpi City, Albay, Philippines

Part Time

- Serving food and beverages in a professional manner with high level of customer service.
- Greeting Guest
- Taking their orders bringing them the correct drinks and dishes and refilling their dishes if needed.
- Setting and cleaning tables in services areas
- Checking with Customers to ensure that they are enjoying their meals and take action to correct any problems.