



BRIAN JOEL S.GASPAR

I have a wide experience in Customer Service with proven records of handling any products and transactions in a fast and friendly manner, searching for a position that will utilize my experience and growth more.

Contact

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Education Background

- **Philippine Marine Institute**

Bachelor of Science in Marine Transportation
2006 -2008 (UNDERGRADUATE)

- **Camp. General Emilio Aguinaldo High School**
2002 – 2006

Trainings & Certification

- Customer Service and Sales Professional
- Preventive and Safety Institute
- Food Quality Assurance
- Food Hygiene
- Train the trainer

DRIVING LICENSE INFORMATION

License # : 249249
Expiration : August 25,2029
Restriction : Light Vehicle

Work Experience

• Salesperson/ Merchandiser

Manila Foodstuff Manufacturing L.L.C (U.A.E)

Filipino Products / Food Category (F.M.C.G.)

February 2023 – December 2024

- Maintaining daily sales and Field marketing operation.
- Seek new sales account.
- Create route and Collection schedule (Daily).
- Monthly Report on Sales and Marketing.
- Creativity for designing effective displays in all markets.
- Proficiency in creating plans and executing merchandising strategies.
- Effective communication skills for collaboration with sales teams and vendors.
- Achieving sales target consistently (monthly, quarterly and annual sales goals)
- Ensure accurate and timely order processing, delivery and follow-up with the market.

• Store Supervisor

Burger 28 (U.A.E)

September 2021 – February 2023

- Overseeing the daily operations of store make sure it run smoothly and effectively.
- Ensure standards for quality, customer service, health and safety are met.
- Organizing workflow and ensuring that employee understand their duties or delegated tasks.
- Tour the sales floor regularly, talking to colleagues and customer to identify or resolve any urgent issues, response for any customer complaints and comments.
- Analyze sales figures and forecast future sales.
- Manage stock levels and makes key decision about stock control

• Restaurant Trainer

Saleh Bin Lahej Group of Companies (Hospitality Division)

Chili's Restaurant (U.A.E)

August 2015 – August 2021

- Provide direction, coaching and leadership for all team members(including training, safety & sanitation and company policies and procedure)
- Ensure completion of all trainee evaluation, by providing honest and effective feedback and settings realistic goals, one on one meeting with team members.
- Understand and teaches all classrooms for their position, according to company standards, including all paperwork's reviewed, graded and filed.
- Communicate effectively with guest, trainees, managements and development team.
- Drive restaurant results, Goal achiever and performer indicator, Ensured the accuracy, quantity and high standard of food quality to guarantee guest satisfaction.

Qualifications

- Strong understanding of market trends and consumer behavior.
- Expertise in visual merchandising and product placement.
- Knowledge of pricing strategies and competitive analysis.
- Flexibility to adapt to changing market needs.
- Proven ability to meet and exceed monthly quota.
- Customer focused with a proactive approach to get the target market.
- Skilled in analyzing sales trends and adjusting product

Special Skills

- Highly committed in providing quality services and building client relation.
- Dynamic, Creative, Team player with outstanding training and leadership skills.
- Self-confident, Good communication and collaboration skills.
- Proficient in MS Word, Excel and PowerPoint.
- Proficient in Barter Sales/POS Sale/Cloud System and any Card transaction.

Sales Associate / Stockman

Primer Group of Companies (Philippines)

DC Shoes/Quicksilver/Roxy – (Footwear & Apparels)

December 2011 – February 2015

- Ensure high level of customer satisfaction through excellent sales service.
- Assess customer needs and provide assistance and information and product features.
- Maintain in-stocks and presentable condition assigned areas, Accept delivered
- Packages and ensure proper amount is inside, Unload merchandise.
- Remain knowledgeable on products offered and discuss options, Build productivity trust relations with customer.
- Process payment accordingly to customer's choice by cash or visa.
- Replenish, Inventory.

Team Leader

Kentucky Fried Chicken K.F.C (Philippines)

August 2010 – December 2011

- Create an inspiring team environment with an open communication culture.
- Motivated colleagues by leading by example and pushing for high level of customer service.
- Trained, mentored, and evaluated new team members.
- Assist manager with special project, duty coverage and supervision.

Merchandiser

SM Hypermarket (Philippines)

January 2010 – December 2010

- Ensure all item are in Good Condition & Organize item from Food to Non-food.
- Provide a friendly environment and maintained outstanding standards.
- Maintains inventory by restocking shelves with the product from inventory observing inventory levels, prompting store manager to reorder when level appear low, arranging for return and credit for damaged product.
- Enhances merchandising and organization reputation by accepting ownership for accomplishing new and different request, exploring opportunities to add value to job accomplishment.

CHARACTER REFERENCE: AVAILABLE UPON REQUEST

BRIAN JOEL GASPAR

Applicant

I hereby certify that the above information are true and correct to the best of my knowledge and belief.