

Melvin Navarro

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Summary

A dedicated professional with an extensive experience in Administrative, Marketing, Procurement, Logistics, Merchandising, Customer Service & Sales role in diversified organizations.

Career Progression

Admin / Sales Coordinator – Bin Moosa & Daly Ltd. LLC, Dubai – UAE

April 2015 – April 2023

- Primary point of contact between colleagues/sales team, warehouse, internal and external clients.
- Administers complete cycle of a Sales transaction; query, quotation, PO, PI, Procurement, Logistics and payment via CRM/Salesforce.
- Handles Document Control, Project Tenders submittals, Pre-Qualifications, Business Letters and Warranty Certificates.
- Supports Finance Department; Credit Application, Payment related issues, Letter of Credit/Bank Guarantee & Sales Report reconciliation.
- Liaises after-sales service to Technical department, re: repair jobs, site visit and/or evaluation, testing and commissioning.
- Manages equipment and maintains office supplies.

Customer Sales/Service Agent – Emirates Airline, Dubai – UAE

February 2013 – March 2015

- Ticket issuance/reissuance, amendment, fare calculations & payment processing thru EZMars.
- Handles ticket amendment and general enquiries, covering passenger's journey such as passport, visa & health requirements, okay-to-board and other details such as check-in place/time, baggage and chauffeur drive service.
- Provides information on Emirates tariff fares and sell related products/promos/services; such as Skywards membership, DBB, Dubai stopovers, hotel bookings and upgraded fares.
- Travel agencies line of assistance.

Sales Executive (Showroom) – SULTACO, Dubai – UAE

Nov. 2008 – Sep. 2012

Costing/Sales Coordinator

Dec. 2005 – Nov 2008

- Actively coordinates with the SalesTeam on Tenders/Job-in-hand projects - drafting of BOQ, material selection, pricing, submission & submittals.
- Dealt both with retail and wholesale transactions: Walk-in clients, query via phone, email or actual site visit to meet with consultants/contractors/client for probable projects.
- Works closely with suppliers for special pricing to present best options to customers to secure a project.
- Order processing, invoicing, scheduling of deliveries and collection of receivables.
- Performs Visual Merchandising by strategically displaying relevant pieces in the showroom and monitors stock movement.
- Liaises with logistics team ensuring timely delivery and provides solutions to after-sales service concerns.

Account Management Specialist – Globe Telecommunications, Philippines

May 2005 – Dec. 2005

- Overall supervision of Business Center's operation, Sales, Staff and Inventory management.
- Manages subscribers' account; line application, payment, top-ups, re/connection, complaints and after sales service.
- Authority to *receive, evaluate and approve* for line applications/*screening* of all Service Modifications in CCB – Customer Care Billing system.
- Responsible for accomplishing daily dashboard and monthly reports.
- Ensures accurate and timely reconciliation of cash, floats and petty cash.

Senior Sales Consultant – Marks & Spencer, RMSI – Philippines**March 2004 – April 2005**

- Co-supervised a Team of Cashiers and Sales Consultants.
- Handles staff orientation and productivity supervision in terms of; Customer Service, Sales and Merchandise handling.
- Maintains high standards of conducive-shopping ambience on the sales floor in accordance to the display layout provided by VM.
- Submits detailed departmental merchandise monthly report: monitoring of stock movements (Commercial Review), sales and losses and stock display (Visual merchandising).
- Monitors Stock Control– Documentation of delivery/transfers and reconciliation of variance.
- Manages stock room; safekeeping of merchandise, display racks and promotional materials.
- Conducts telemarketing, customer survey & resolves customer complaints.

Marketing Assistant / Trainer – Line One Foods Corporation, Jollibee – Philippines**Jan. 1998 – Nov. 2001**

- Takes full charge of the team in the absence of Marketing Manager [coaches, supports, delegates and crew scheduling].
- Assists Store Marketing Officer in surveying of target markets and execution of related strategic plans, promotions (local/nationwide), advertising, sales incentive programs and reporting (Inventory & Commercial Review).
- Administers induction and training procedure among new joiners.
- Submits periodic assessment report on the activities conducted to the Training Manager to enhance training programme/course and development of training modules.
- Forecasts and procurement of stock order level of promotional items – novelty or premium goods. Inventory and safe-keeping.
- Manages event's reservation contracts from query to hosting to delivery to invoicing until contract fulfilment.
- Handles customer complaints, conducts survey and competitors' check.

Staff Trainer – Arkansas Foods Corporation, Jollibee – Philippines**June 1996 – July 1997****Customer Service – Jolly Palate Foods Corporation, Jollibee – Philippines****Sep. 1995 – March 1996****Education****Date: March 2003**

B. S. in Business Management

Guagua National Colleges - Pampanga, Philippines

Driver's License: LMV, UAE**Computer Skills**

Proficient in Orion, EZMars, Focus/Salesforce, CRM, Microsoft Office, Power Point & Pivot tables.

Languages

Filipino: Spoken/Written (Native)

English: Spoken (Fluent), Written (Fluent)