

BERNADITTE BAGTOLTOL

SUMMARY

With background in customer service and retail, I bring strong communication and interpersonal skills. My keen eye for detail ensures accurate assessments and valuations. Adaptable and quick to learn, I excel in environments requiring trust and precision. My dedication to providing excellent service makes me a valuable addition to any team.

Customer-focused Branch manager, successfully contributing to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales.

EXPERIENCE

Gold Appraiser, 10/2018 - Current

Goldvision Pawnshop, Inc. - Davao City, Philippines

- Assisted customers in understanding the value of their gold possessions through clear communication.
- Maintained up-to-date knowledge of gold market trends to offer informed appraisals.
- Delivered exceptional customer service, addressing queries and concerns with professionalism.
- Appraised gold items accurately, utilising industry-standard methods and tools for valuation.

Stock inventory Assistant/Staff, 04/2015 - 10/2018

Goldvision Pawnshop, Inc. - Davao City, Philippines

- Conducted regular audits of physical stock against system records to identify variances.
- Prepared detailed reports on inventory performance, highlighting insights for management review.
- Implemented safety protocols in warehouse operations, contributing to a reduction in workplace accidents.
- Prepared detailed inventory reports for management review, highlighting stock levels, discrepancies, and recommendations.
- Coordinated with managerial teams in controlling inventory through stock control policies and accountability measures.
- Monitored, recorded and helped with investigations of missing stock.

Counter Cashier, 04/2012 - 04/2015

Goldvision Pawnshop, Inc. - Davao City, Philippines

- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.



CONTACT

Address: DAVAO CITY, PHILIPPINES
8000

Phone: +639996619142

Email: badzmonte80@gmail.com

SKILLS

- Computer literate
- Persuasive speaking
- Customer Service
- Cultural sensitivity
- Jewellery appraisal
- Patience and composure

- Maintained clean, tidy and organised checkout areas.
- Utilised product knowledge to advise customers on purchases and promotions.
- Provided friendly customer service, answering queries and directing customers to products.
- Conducted daily cash counts and reconciled discrepancies to maintain financial integrity.
- Partook in friendly and polite conversation during customer checkout and payment processing to maintain excellent customer service.
- Welcomed customers to the checkout in a warm and polite manner, for continued customer satisfaction.
- Collaborated with team members to achieve targets, improve customer service, and streamline operations.

Sales Attendant, 10/2001 - 04/2002

SM City Mall - Davao City, Philippines

- Greeted customers upon entry, offering assistance and guidance on product selection for enhanced shopping experience.
 - Responded to customer inquiries with comprehensive product knowledge, facilitating informed purchasing decisions.
 - Created attractive displays for merchandise to enhance sales.
 - Addressed customer complaints with empathy, resolving issues to ensure satisfaction.
 - Coordinated with team members to maintain a tidy and safe shopping environment.
-

EDUCATION

Vocational Course, Computer Secretarial, 05/1998 - 04/2000

COMPUTER INNOVATIONS CENTER - Davao City, Philippines

HOBBY AND INTERESTS

- Love cooking
 - Listening to music
 - Love singing
 - Biking
 - Travel
-

LOVE COOKING, BIKING, TRAVEL.

Cooking for family party (occasionally).

Biking, travelling.