



CARLO ZABALA

PROFILE

Well organized, creative, and proven sales retail professional. Experience working with and across sales teams and well as external clients and agencies on creative, strategic, and tactical levels. Significant negotiation experience. Track record of delivering unique and effective performance. Impressive history of planning and executing sales.

CONTACT

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WORK EXPERIENCE

Sutherland Global Philippines Business Process Outsourcing (BPO Call Center) Customer Care Associate Trip Advisor Viator Account

March 2023 to August 2023

Manage inbound calls from the customer and assist to book a tour and guide and instruct the customer for any queries related to the tour. Assist and help the customer for any issues like Cancellation of bookings, Amendments, Refunds, Promo Code, Viator Credits, Link and delete accounts. Responsible to assess incoming emails with the customers and also with our Dynamic Partners and Travel Agents and responds to the emails. Also, we are assisting our customer thru Live Chat and by WhatsApp messaging.

Majid Al Futtaim Hypermarket LLC Carrefour Oman Fast Moving Consumer Goods FMCG Section Manager

October 2008 to May 2022

Organize all store operations and allocate responsibilities to personnel. Manage and motivate a team to increase sales and ensure efficiency. Manage stock levels and make key decisions about stock control. Analysis sales figures and forecast future sales. Analysis and interpret trends to facilitate planning. Use information technology to record sales figures, analysis data and forward plan. Deal with staff issues such as interviewing potential staff, conducting appraisals and performance reviews.

Provide or organize training and development.

Ensure standards for quality, customer service and health and safety. Organize special promotions, displays and events. Maintain awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what competitors are doing. Deal with other aspects of the business, such as customer service, finance, human resources, information technology, logistics or marketing - whether you need to do this will depend on the size of the store.

EDUCATION

**COMPUTER TECHNICIAN AND SYSTEM MANAGEMENT
INTERNATIONAL ELECTRONICS AND TECHNICAL INSTITUTE
1997-1999**