**Frederick Castro Feliciano**

**AL BARSHA1, DUBAI U.A.E**

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**OBJECTIVE**

To work in a premier company or an organization that gives me ample opportunities to apply my skills, to grow and contribute in the most effective manner by being a key and an effective team player.

**WORK EXPERIENCES**

**Stock Controller/Storekeeper/Admin Assistant**

**Achievement:**

**Person-In-Charge Level 3 Passer (with Merit)**

**Dubai Municipality**

**December 10-12, 2019**

**Al Accad Department Store Owned by Organic Foods and Café**

November 2017 – January 2023

**RESPONSIBILITIES**

* Lead the team for effective management of store operation in receiving, inspection, storage, issuance & transfer of items as per company policy.
* Store in-charge. When the manager is off day.
* Responsible for all documentation inbound and outbound.
* To follow-up overall inventory management.
* Taking physical inventory once a month to cross check with the monthly inventory report.
* Ensure development and management of materials planning functions, Create item specific forecasts over a lead-time to be used for effective and efficient inventory management
* Ensure indents are raised & proper documentation is completed on a timely basis for requisition of items; Responsible for store keeping, documentation & record keeping.
* Forward required documentation to corporate or unit purchase depending on the nature of item to be procured;
* To ensure goods keep by first in first out method **(FIFO).**
* To ensure recording of the necessary data in ledger and computer on time.
* Develop and implement a logistics process
* Proper goods distribution/supply chain maintain and follow up.
* Goods delivery schedule maintain according to delivery order qty.
* Monitor customer warehouse inventory levels and submit comprehensive inventory reports each week.
* Collaborate with customers to create attractive sales floor displays and make sure that our product is prominently displayed
* Act as the liaison between customers and the company by addressing customer issues and solving customer problems
* Assist customers in creating an organized warehouse that allows for easier product accessibility
* Stock sales floor shelves for the customers who request additional inventory management assistance.
* Inter branch transfer/receiving of goods.

**Inbound** **Call Center Agent/Customer Service Representative**

**Amazon.com** Account at **Sutherland Global Services**

July 2016 –July 2017 ; April 2011 – May 2012

**RESPONSIBILITIES**

* Responsible for representing our clients by handling calls promptly, interacting with customers to determine their needs and providing consistent, high quality service and accurate information to the customers.
* To attend periodic team and operational and business meetings, as well as training sessions to develop and improve my skills and competencies.

**ACADEMIC QUALIFICATION**

**Vocational** : **Technical Education and Skills Development Authority (TESDA)**

PTC – Tarlac San Isidro, Tarlac City

Electrical Installation and Maintenance NCII

April 2014

**Tertiary** : **Tarlac State University**

Tarlac City, Tarlac

Bachelor of Science in Information System

(Undergraduate) 2008-2011

**PERSONAL INFORMATION**

Visa Status: Cancelled Visa

Joining Status: Immediately

Date of Birth: April 9, 1991

Nationality: Filipino

Civil Status: Single

Language Spoken: English, Tagalog

**CHARACTER REFERENCE**

Available upom immediate request.