



Gladys Joy E. Sanchez

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CAREER OBJECTIVE

Dedicated and adaptable career sales professional with wide experience in Customer Service. Aiming to develop existing skills and gain new ones while contributing to the company's growing organization and achieving sales target.

EDUCATION

Associates of Science Degree in
International Hospitality Management
University of Batangas, Philippines
June 2015-August 2017

SKILLS

- Work experience as a Retail Cashier or in a similar role and familiar with electronic equipment like cash register and POS (Point of Sale)
- Strong Time Management Skills with a flexible capability whenever needed.
- Well oriented and excellent customer service communication skills
- Ability to efficiently and prioritize task and multitasking.
- Ensure high performance to the workspace and problem solving.

EXPERIENCE

SM Department Store – Sales Assistant July-October 2022

- Ensures high level of customer satisfaction through excellent sales service.
- Maintain outstanding store condition and visual merchandising standards.
- Ensures all merchandise are properly priced and maintain availability of all stocks.
- Ensure awareness and achievement of daily target.
- Recommend and sell product through upselling and link selling based on the needs of customers.
- Greet customer when entering and leaving the store and resolve any queries and/or complains by guiding them to relevant people in charge.
- Maintain Clean and tidy area of responsibility and relevant items are replenished before the shift ends.

Daily Dose Café & Restaurant – Cashier Team Leader January – June 2022

- Provides fast, friendly, polite, and efficient service. Present Menus to customers and educate them about the items and make precise product recommendations upon request. Taking orders and ensuring quick and hygienic when serving Food and Beverage accurately.
- Cooperating with kitchen staff to ensure a constant supply of stocks and replenishment of items stocks sold while maintaining cleanliness of area of responsibility.
- Setting schedules of staff and delegation of responsibilities.

Jollibee Foods Corp. – Team Leader Kitchen/Cashier February 2019 – December 2021

- Provide fast, friendly, polite, and efficient service by greeting customers immediately and taking orders promptly.
- Prepare Cash Flow. Perform cash & card sale and maintain correct sales report at the end of shift.
- Monitoring of each stations cleanliness, level of stocks, and team schedule daily.