






## CONTACT

-  Business Bay, Dubai, United Arab Emirates 00000
-  +971-551332427
-  harleyfusilero73@gmail.com

## SKILLS

- Customer Service
- Merchandising
- Product knowledge
- Stock counting
- Upselling expertise
- Refund and exchange processing
- POS Systems
- Outstanding customer service
- Stock merchandising
- Excellent timekeeping
- Enthusiastic communicator
- Thorough stock replenishment
- Stock room management
- Superb time management

## LANGUAGES

English:

# Harley Fusilero

## PROFESSIONAL SUMMARY

Professional sales executive with 5 years of experience attending to the needs of customers and converting prospects to increase sales. Accomplished in emphasising service features and benefits, quoting prices, discussing credit terms, preparing sales order forms, and developing reports. Expert in overcoming objections from prospective customers to maximise sales opportunities. Dynamic sellers are focused on delivering the highest standards of customer service. Think critically with a can-do attitude for successful retail operations. Effectively promotes products and increases revenue by connecting with customers and recommending target offerings. Organized, adaptable, and knowledgeable about preparing displays, merchandising shelves, and assisting customers. Drives loyalty with friendly and skilled support.

## WORK HISTORY

**Food and Beverage Assistant** 03/2023 – 05/2024  
**Max's Restaurant** - MacArthur Hwy, San Fernando, Philippines

- Followed health and hygiene standards when handling food and cleaning restaurants.
- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Maintained clear communication with guests and kitchen staff for smooth service delivery.
- Assisted kitchen staff with food prep, dishwashing, and plating food.
- Warmly greeted customers upon arrival, minimising wait times to improve restaurant experiences.
- Maintained excellent guest satisfaction by providing attentive, proactive, and helpful service.
- Contributed to a food-safe environment by verifying proper food storage to reduce the risk of spoilage.
- Greeted customers, presented menus, and shared information about available special items.

**Waiter/Bartender** 08/2021 – 02/2023  
**Halo Halo De Iloko** - San Fernando, Philippines

- Created a friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Neatly set tables before guests' arrival, preparing and setting cutlery and refilling condiments.
- Maintained excellent guest satisfaction by providing attentive, proactive, and helpful service.
- Performed bar closing duties, thoroughly cleaning, sanitizing, and replenishing stock.
- Maintained bar stocks, replenishing daily as necessary.
- Collected, washed, and put away glassware between guests.
- Prepared mixed drinks and poured wine, beer, and non-alcoholic beverages within target service timeframes.
- Set up a bar area and kept ingredients and utensils fully stocked to maintain optimal service levels.

**Sales Executive**

06/2020 – 07/2021

**Boardwalk Business Ventures, Inc. – La Union** – 207 P. Burgos St, Barangay 1, San Fernando, Philippines

- Excellent verbal and communication skills and the ability to speak foreign languages.
- Good listening skills and attention to details.
- High level of resilience and the ability to handle rejection well.
- Excellent interpersonal skills and the ability to flourish in a competitive industry.
- A great sense of self-motivation, ambition, and determination.
- Ability to achieve desired results both individually and as part of a team.
- Excellent presentation and negotiation skills.
- Good self-management skills and the ability to prioritise tasks effectively.

**Sales Associate**

03/2019 – 05/2020

**CSI Houseware & Appliance** – San Fernando, Philippines

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customer's needs and provide assistance and information on product features.
- Welcome customers to the store and answer their queries.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- "Go the extra mile" to drive sales.
- Maintain in-stock and presentable condition assigned areas.
- Actively seek out customers in store.
- Remain knowledgeable about the products offered and discuss available options.
- Process POS (point of sale) purchases.
- Cross-sell products.
- Handle returns of merchandise.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.
- Comply with inventory control procedures.
- Suggest ways to improve sales (e.g. planning marketing activities or changing the store's design)

---

**EDUCATION****High School Diploma:** High School, 03/2008 – 04/2012**Holy Infant Niño Montessori & High School Inc.** – Philippines – High School**First Year College:** Marine Engineering, 05/2013 – 06/2014**Pangasinan Merchant Marine Academy (PAMMA)** – Philippines**TESDA Courses:** Welder, 02/2017 – 08/2017**Technical Educ. and Skills Development Authority** – Philippines**TESDA Courses:** Bartending, 04/2018 – 10/2018**Technical Educ. and Skills Development Authority** – Philippines – 6months Training