



HERCY ROPERO SANTOS

CONTACT

Dubai, United Arab Emirates

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Santoshercy19@gmail.com

Date of Birth: 19/02/1983

Nationality: Filipino

EDUCATION

March 2006

2 Year Course: Computer Secretarial
San Mateo Municipal College, San
Mateo Rizal, Philippines

March 2000

High School Graduate

San Mateo National High School,
San Mateo Rizal, Philippines

CERTIFICATIONS

- **Person In Charge** by High Field International.(Food Safety Department) January 2023
- **Emergency First Aid lvl 3 at Work and USE of an AED (DCAS)** June 2022
- **SIC Fire Emergency Coordinator Supervisory Level 7** June 2023
- **Fire Warden Training** June 2022

LANGUAGES

PROFESSIONAL SUMMARY

Experienced **Retail Supervisor** for hire Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company.

SKILLS

- Customer Service
- Complaint management
- Payment Processing
- Merchandising
- Product knowledge
- Upselling expertise
- Refund and exchange processing
- Cash management
- Promotions
- Outstanding customer service
- Point of sale system operation
- Cash Handling

WORK HISTORY

May 2016 - Current

Retail Supervisor, Emirates National Oil Company LLC, Dubai,
United Arab Emirates

- My communication, people centric nature, and compassion have afforded me excellent observation skills.
- Facilitated smooth store operations, performing daily opening and closing functions.
- Resolved complaints to achieve full customer satisfaction.
- Attended to customer needs promptly, leading shop teams by example.
- Approved customer refunds and exchanges upon close item inspection.
- Logged transaction reports for up-to-date sales records.
- Trained team to upsell products and navigate POS systems.
- Mentored staff on handling and resolving customer concerns.
- Handled escalated customer concerns to build retention.
- Monitored sales performance and motivated teams to increase service standards to raise profits.
- Coached team to deliver top-quality customer service and uphold brand values.
- Assessed store outgoings against staff and resource budgets.

Tagalog Native

English

C1

Advanced

- Observed customer buying trends to maximise future revenue opportunities.

March 2012 - May 2016

**Retail Sales Assistant, *Emirates National Oil Company LLC*,
Dubai, United Arab Emirates**

- Operated cash registers with accuracy and processed cash and card transactions.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.
- Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
- Followed company procedures and guidelines for smooth retail operations.
- Assisted customers in locating specific items to boost satisfaction.
- Assisted customers with product selection and sales, recommending items to increase transaction value.
- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.

REFERENCE

Wilfredo Unsana Site in Charge EPPCO

Automotive Service Dept Emirates National Oil Company LLC. Dubai, UAE.
+971 526302945

Leah Aprosta Trainer -Retail site Enoc Headquarters Oud Metha Dubai, UAE.
+971 525957729

Majeed Kunju Sajeeb Site in Charge
ENOC Petrol Site 1081 Al Wasn Dubai, UAE.
+971 508954725

Ashraf Ahmed Accommodation In Charge
ENOC Staff Accommodation 8, Bldg #4&5 Al ttay Al Kwaneej 2 Dubai, UAE.
+971 554325143

**I HEREBY CERTIFY THAT THE
AFOREMENTIONED INFORMATION IS TRUE
AND CORRECT TO THE BEST OF MY
KNOWLEDGE**

Hercy Roper Santos