



Hercy Roper Santos

Retail Shift Supervisor

Highly skilled Retail Shift Supervisor with 7 years of experience supervising, scheduling and directing employees. Resourceful specialist knowledgeable in production in Zoom Convenient Store. Track record of boosting efficiency, Ordering Petrol and Entering Invoices. Focused on monitoring safety in busy and potentially hazardous environment. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Retail Shift Supervisor position. Ready to help team achieve company goals.

• Contact

- Dubai, UAE 00000
- +971 554251776
- santoshercy19@gmail.com

• Skills

Leadership



Upper intermediate

Customer Complain



Advanced

Risk analysis and management



Intermediate

New product introductions strategies



Intermediate

Problem-Solving



Upper intermediate

Purchasing and procurement



Intermediate

Sales Reporting



• Work History

2016-03 -
Current

Retail Shift Supervisor

Emirates National Oil Company LLC, Dubai

- Responsible for professional management guidance and leadership of all site staff to ensure that outstanding levels of customer service are maintained at all times and dealing with all customer complaints in professional, courteous, and timely manner.
- Responsible for smooth operation of site and informing Field Supervisor of any serious or ongoing complaints.
- Compiling and tallying of daily site financial reports and cash deposit
- To ensure that sufficient stock of all products is available at all times to satisfy customer demands.
- Preparing and placing stock orders (wet/dry) and supervising receipt
- Supervise all staff to ensure that all stock

Upper intermediate

- **Languages**

English



Advanced

Tagalog



Advanced

2012-03 -
2016-03

including monthly promotional displays is merchandised professionally at all times.

- Ensure that company maintenance procedures are complied with, and documented records of such maintenance are professionally maintained.
- Developed and nurtured lasting relationships with clients through dedicated assistance, issue resolution and active listening.
- Mentored new sales associates to contribute to store's positive culture.

Sales Assistant

Emirates National Oil Company LLC, Dubai

- Greet, assist customers by providing first-class customer service.
- Handling cash and card transactions in POS
- Merchandise and replenish stocks.
- Monitoring expired and near expiry products and returning those items to suppliers.
- Assist and receive deliveries from suppliers and stock handling as directed.
- Maintaining company HSE and QEMS policy
- Continually develop and understanding company's culture, ethical initiatives and reflect this in everyday performance.
- Assisted customers with prompt and polite support in-person and via telephone.
- Fielded customer questions to share information about products, availability, and pricing
- Used consultative sales techniques to understand customer needs and recommend relevant products and services
- Communicated orders to vendors,

scheduling carriers for pickup if needed

- **Education**

2004-03 - 2006-03	Computer Secretarial Pamantasan Ng Bayan Ng San Mateo - Gen. Luna Street, San Mateo, Rizal, Philippines
1996-03 - 2000-03	High School Diploma San Mateo National Highschool - Gen. Luna St. San Mateo Rizal, Philippines

- **Certifications**

2023-01	Person In Charge by High Field International Food Safety Department.
2023-06	SIC Fire Emergency Coordinator Supervisory Level 7
2022-10	Basic Food Safety Training
2022-06	Fire Warden Training
2022-06	Emergency First Aid lvl 3 at Work and USE of an AED (DCAS)
2022-10	IMS and EnMs Training

- **Interests**

Blogging
Pet Care/Animals
Gaming

- **Refference**

Name: Wilfredo Unsana
Position: Site in Charge- EPPCO
Automotive Service Department
Company / Address: Emirates National Oil
Company LLC. Dubai, UAE.
Contact No: +971 526302945

Name: Leah Aprosta

Position: Trainer -Retail site

**Company/ Address: Enoc Headquarters
Oud Metha Dubai, UAE.**

Contact No: +971 525957729

Name: Majeed Kunju Sajeeb

Position: Site in Charge

**Company/ Address: ENOC site 1081 Al
Wasn Dubai, UAE.**

Contact No: +971 508954725

Name: Ashraf Ahmed

Position: Accommodation In Charge

Company/ Address: ENOC Staff

**Accommodation 8, Bldg #4&5 Al ttay Al
kwaneej 2 Dubai, UAE.**

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