



JOSEPH AMISOLA MAYOLA

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Personal Details

- Date of Birth : 23 February 1986
- Marital Status : Single
- Nationality : Filipino
- Religion : Catholic
- Passport : P3242086B
- Gender : Male
- Place : Bukidnon

Experience

- **Snackat Cafe - Kalba , Sharjah United Arab of Emirates** Dec 2021 - Dec 10, 2023
Sales Cashier
 - Maintained excellent client satisfaction by providing professional, courteous customer service.
 - Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
 - Bagged, boxed and wrapped goods with care to maintain quality and presentation.
 - Displayed and restocked merchandise by following brand guidelines.
 - Issued receipts for customer purchases and gifts, advising on in-store return and exchange policies.
 - Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
 - Processed cash, cheque, credit and debit payments accurately and efficiently, minimizing till discrepancies.
 - Helped customers to locate specific products by conducting thorough stockroom checks, delivering exceptional service.
 - Completed opening and closing procedures each day.
 - Educated customers on promotions, offers and special events to enhance product sales.
 - Greeted customers entering store and responded promptly to customer needs.
 - Helped meet business needs by working extra shifts.
 - Resolved customer complaints and answered queries about store products.

- **KM TRADING LLC. FUJAIRAH UNITED ARAB OF EMIRATES**

Dec. 2015 - Dec. 2021

Salesman/ Household

- Received stock deliveries, accurately completing paperwork and updating system records.
- Managed customer product and service queries, resolving effectively and efficiently.
- Used active listening and relationship-building techniques to assess customer needs and deliver viable solutions.
- Marketed promotions, events and new product launches effectively, growing customer bases and revenue opportunities.
- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases.
- Fostered positive relationships with customers, enhancing loyalty and retention.
- Applied various sales techniques to steadily expand customer bases.
- Maximized repeat custom by providing fantastic follow-up service.
- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty. Communicated with customers and prospects by phone and email, building professional rapport.

- **Richprime Global Inc. - Manila , Philippines**

Mar. 2008 - Nov. 2015

Sales Supervisor

- Coached team members to reach and exceed weekly and monthly sales goals.
- Organized and coordinated sales team schedules, helping staff meet company and client expectations.
- Analyzed sales data to define weekly quotas for multiple departments, assessing potential areas of growth.
- Monitored daily sales operations and served as informational and procedural resource to team members.
- Checked shop merchandise regularly to verify proper display, oversee replenishment activities and enforce planogram requirements.
- Supervised operations of [Number]-person sales teams, achieving improvements in productivity rates by tackling process inefficiencies.
- Audited team outputs and service delivery to achieve Quality Assurance goals.
- Worked collaboratively with team members, championing proven techniques for closing sales, cross-selling and upselling.
- Collected customer and market feedback and reported information to company leadership.
- Monitored sales team performance, providing effective training to help reach revenue and profit targets.
- Produced regular reports with in-depth detail of sales performance.

Skills

- Customer relations
- Product recommendations
- Cash register operations
- Merchandise display development
- Customer greeting
- Order taking
- Cash counting machine operations
- Physical strength

- Credit and debit processing
- Payment processing
- Coin counting
- Credit card payment processing
- Restocking inventory

Education

- **PAGADIAN CITY NATIONAL COMPREHENSIVE HIGH SCHOOL HIGH SCHOOL** March 2003 to April 2004
4th YEAR SENIOR
GRADUATED

Achievements & Awards

- Certificate of Achievements, Snackat Cafe - On Achieving 2nd Quarter Sales Targets. (Certificate issued on July 2022)

Activities

- Farming Activities
- Watching Documentaries and Sports over the weekends

Languages

- English
- Tagalog
- Basic Arabic