

Jovan Mallorca

Assistant Store Manager | Storekeeper | Customer Service
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Profile Summary

I am an effective shop leader with +10 years of experience in Sales, Retail, and FMCG, cross-trained in different departments which helped to develop my skills. I am looking for a job to secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of Retail. I aim to work in a professionally managed, challenging environment, which gives greater opportunities to achieve high performance standards and encourages new learning.

Experience

Organic Foods and Cafe

Assistant Store Manager

Nation Towers, Abu Dhabi, UAE
August, 2018 - August, 2024

- Working for a specific brand (Organic products), working as part of the team that ensures the right stock is in the right stores at the right time.
- Overseeing daily operations, ensuring efficient workflow, and achieving sales targets.
- Team Leadership Managing and developing a high-performing team, including hiring, training, creating a weekly staff roster, and performance evaluations.
- Customer Service Implementing exceptional customer service standards, resolving customer complaints, and building strong customer relationships.
- Plans and performs work that involves ordering, receiving, inspecting, returning, unloading, and shelving by using the (FIFO) or first-in-first out, and by product category procedure, packing, labeling, pricing, delivering, and maintaining a perpetual inventory of forms, office supplies, and various types of equipment.
- Quality Control ensures product quality and freshness, complying with organic standards and regulations.
- Merchandising creating visually appealing displays, implementing promotional strategies, and analyzing product performance.

Al Sannat Luggage Co. Ltd.

Store In-Charge

Riyadh, KSA
June, 2016 - July 2018

- Served customers by helping them select the right product
- Giving information and ideas to the customer about the product by demonstrating the product.
- Drives sales through engagement of customers, suggestive selling, and sharing products.
- Documented the sales by creating or updating customer profile records.

Danube/Bindawood

Warehouse Supervisor

Riyadh, KSA
December 2013 - December 2015

- Counted and sorted all incoming returned products to verify receipts of items on requisitions or invoices
- Examined returned items to verify conformance to specifications
- Compiled information and reports on the use of stock, adjustment of inventory count and stock records, damage to stock, location changes, etc.
- Requested from vendors Return Authorization (RA) for replacement/credit.
- Directed the movement of products to ensure proper shipment to the store.
- Assisted in the counting of physical inventory

Bench Co.

Sales Associate

Iloilo, Philippines
2011-2013

- Served customers by helping them select the right product
- Derive sales through engagement of customers, suggestive selling, and sharing product
- Documented the sales by creating or updating customer profile records
- Processed payments by totaling the purchases, processing checks, cash, and store and other credit and debit cards
- Assisted with inventory, including receiving and stocking merchandise

Skills

- | | | |
|-------------------------|--------------------------|------------------------------|
| • Organizational Skills | • Detail-Oriented | • Loss Prevention Strategies |
| • Customer Service | • Adaptability Equipment | • Oracle BI Publisher |
| • Communication | • Troubleshooting | • Oracle POS System |
| • Confidentiality | • Team Management | • SAP Fiori |
| • Analytical Skills | • Inventory Management | • Openbravo System |
| • Problem Solving | • Schedule Management | • Microsoft Office Suite |

Trainings

HACCP PIC Level 3 - TSI Quality Services
Accredited by: Emirates Accreditation Centre
Validity: May 24, 2022 - May 23, 2027
Cert. No: TSIQS-PIC-A-09906
United Arab Emirates

Languages

Tagalog 

English 

Arabic 

Education

Diploma in Computer Programming
Interface Computer College, Philippines

Philippines
2005-2007