

# 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.

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## 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

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## Skills

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

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## 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

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## Languages

Tagalog ● ● ● ● ●

English ● ● ● ● ●

Arabic ● ● ● ● ●

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## Education

**Diploma in Computer Programming**  
Interface Computer College, Philippines

Philippines  
2005-2007