

# Kim Phimpha

## Sales

Dubai 0000

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> To have any job opportunity which will develop my potential, knowledge and skills. To obtain a position that will enable me to use my strong organizational skills, educational background and answer the increasing demands of design, technical works.

Willing to relocate: Anywhere

## Personal Details

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**Birth Date:** 1994-04-22

**Eligible to work in United Arab Emirates:** Yes

**Industry:** Sales

## Work Experience

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### MFC Shop Manager

InstaShop DMCC-Dubai

December 2023 to Present

- Completed opening and closing procedures each day.
- Trained and managed shop assistants, building strong sales teams through strategic rostering.
- Led team members in establishing standards of first-class customer service.
- Provided excellent customer care through prompt complaint resolution and quality of service.
- Analysed daily and weekly sales results and maintained ongoing, productive dialogue with area manager and peers on sales performance.
- Set SMART goals for store team, developing staff abilities and increasing sales performance.
- Checked invoices from suppliers against physical stock records to identify discrepancies.

### Micro Fulfillment Center Assistant Shop Manager

InstaShop DMCC-Dubai

March 2022 to December 2023

- Supervised administrative work in Dark store (MFC) and set goals for staff
- Handling operations on the dark store and preparing all the sales reports and GRN's
- Prepared professional business correspondence on behalf of senior staff and organization
- Oversaw and trained clerical support staff to accomplish challenging objectives
- Keep files organized and up to date for accurate record-keeping purposes
- Collected customer and market feedback and reported information to company leadership

- Facilitated accurate assessment of sales performance by determining clear, measurable KPI metrics across all sales activities
- Demonstrated company core values in management and leadership, working with respect, honesty, integrity, inclusion and safety of others.

### **Micro Fulfilment Center Merchandiser**

InstaShop DMCC-Dubai

April 2021 to March 2022

- Planned warehouse intakes and outbound stock flows to drive efficiencies
- Analysed sales to identify top-performing products
- Improved displays and installed POS tailored to individual store features
- Managed inventory to secure high-performing seasonal collections in line with customer demand
- Used product recommendation tools to upsell goods and increase orders.

### **Micro Fulfilment Center Picker & Stocker**

InstaShop DMCC-Dubai

April 2020 to April 2021

- To make sure to pick all the correct customer's order.
- To make sure all the delivery will be not late and be delivered on time.
- To ensure all the stocks are fixed on the shelves and all are in stock on the app

### **Game Operator/Attendant**

Riplys Believe It or Not / Mirror Maze/ Global Village-Dubai

October 2019 to March 2020

- Game Operator / Attendant - Incharge in all game operation and sales.

### **Officer-in-Charge / Branch Manager / Sales**

# Cashmate Credit Corporation-Tarlac City

November 2017 to July 2019

Managing the branch to hit monthly objectives with a 15 person be handled

### **Field Auditor / Audit**

Cashmate Credit Corporation-Urdaneta

March 2016 to November 2017

HR department to audit all 8 branch from company personnel to company assets.

### **Account Representative/Sales**

Cashmate Credit Corporation-Alaminos

May 2015 to March 2016

Marketing clients and handling them to pay their loans.

### **Customer Assistant/Sales**

Advance Credit Corporation-Alaminos

September 2014 to February 2015

Marketing clients and handling them to pay their loans.

## **National Economic Research and Business Assistance Center (NERBAC)**

Department of Trade And Industry Philippines-Dagupan

July 2012 to October 2012

- 486 hrs On-The-Job Training
- Government Company

## Education

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### **Bachelor's in Science in Information Technology**

Pangasinan State University - Alaminos

June 2010 to April 2014

## Skills

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- Microsoft Office (10+ years)
- Driving (6 years)

## Languages

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- Tagalog - Native
- English - Intermediate

## Links

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<https://www.linkedin.com/in/kim-phimpha-a41756205/>

## Military Service

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**Branch: Armed Forces of the Philippines Reserve Command**

Service Country: Philippines

Rank: Sergeant

Reserve Officers' Training Corps Graduate

## Certifications and Licenses

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### **International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW)**

July 2019 to July 2024

BASIC TRAINING CERTIFICATE

- Elementary First Aid

- Fire prevention and Fire Fighting
- Personal Survival Techniques
- Personal Safety & Social Responsibility

## **SEAFARER'S IDENTIFICATION AND RECORD BOOK**

July 2019 to July 2029

SEAMANS BOOK

### Additional Information

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Willing to learn and to be trained for further work