



MELISSA MATILLA

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Hardworking and resourceful employee through efficiently positive attitude with an outstanding knowledge to develop and maintain healthy quality customer pipeline. An energetic and enthusiastic well proven experience in a fast-paced hospitality environment, a team player and can work under pressure.

EXPERIENCE

JAN 2009 -
JUL 2011

MEMBERSHIP CONSULTANT, FITNESS FIRST, ALABANG BRANCH, SOUTH ALABANG, PHILIPPINES

- Developed and implemented a comprehensive outreach program that increased gym membership.
- Developed strong customer service skills and program knowledge.
- Analyzed customer data to identify physical trends, aided to improve their health and fitness selection.
- Engaged and promoted healthy lifestyle.

JAN 2005 -
NOV 2008

SENIOR CASHIER /SALES MERCHANDISER, STRATEGIC STORE STAFFING SOLUTIONS, INC, MANILA, PHILIPPINES

- Developed and implemented a sales playbook that standardized sales techniques, resulting in a high improvement in sales conversion rate.
- Recognized customer needs and provided personalized solutions, resulting in increased customer loyalty and satisfaction.
- Demonstrated superior product knowledge, resulting in a high increase in customer referrals.
- Handling of daily sales, preparing month by month inventory reports, monitoring of sales invoices and assisting customers.

JUN 1999 -
OCT 2003

COUNTER / SENIOR CASHIER, STAR APPLIANCE CENTER, INC (SACI), PHILIPPINES

- In charge of training newly hired cashiers.
- Handling store's daily sales and preparing sales reports, monitoring sales invoices and custodian of daily sales.
- Ensure all cash are tally and deposited on the cash safe with proper handover procedures.
- Documented systemically all compliance, problems and inappropriate business practices for official reporting.
- Analyzed written reports and statements to verify regulatory compliance

EDUCATION

JUN 1993 -
APR 1995

ADAMSON UNIVERSITY MANILA, MANILA, PHILIPPINES

Bachelor of Science in Computer Engineering: Undergraduate

SKILLS

- Ability to work in a team
- Fast learner
- Multitasking skills
- Customer service skills
- Excellent communication skills
- Adaptability, evaluation and implementation
- A creative thinker with good analytical abilities
- Proficient in problem solving in a timely manner
- Computer literate

LANGUAGES

- English
- Tagalog