



# MARK ANTHONY N. ULAN

CUSTOMER SALES ASSISTANT | MERCHANDISER

## PROFILE

An energetic, passionate and talented person who can make sure every customer is well looked after at the till and on the shop floor. Maxine will show your customers what service with a smile really looks like and will always go the extra mile to satisfy their needs. Being a committed team player means I lead by example and encourages all my colleagues to participate and do the same. As a true professional I can be relied upon to follow all store and health & safety procedures correctly. Right now, I am keen to fine-tuning my knowledge and hone my expertise further by joining a reputable and fast growing company.

## WORK EXPERIENCES

### **CUSTOMER SALES ASSISTANT** | Dec 2013 - Present

#### **Zoom Market, Emirates National Oil Company (ENOC), Dubai UAE**

- Greet and assist the customer.
- Greet and assist the customer to their inquiries regarding the Service that the company offers.
- Offering excellent customer service.
- Maintaining the high performance of the mystery shopper.
- Operating cash register POS, receiving payment by credit cards and cash.
- Giving customer update information about products promotions, newly introduces products or services that the company offers.
- Monitoring and removal expiry and damaged product (if any)
- Maintaining the neat and clean appearance of the store on accordance with the company standard.
- Ordering and receiving product delivery from the supplier.
- Receiving and preparing home delivery order thru phones and online.

### **MERCHANDISER** | Aug 2011 - Jul 2012

#### **CENTURY CANNING, Promo-Sphere, INC., Philippines**

- Develop and implement merchandising strategies to increase visibility and sales of Century Canning's oil products in retail stores.
- Collaborate with sales and marketing teams to create eye-catching product displays, promotional materials. and signage.
- Monitor inventory levels, analyze sales performance. and adjust merchandising tactics to optimize product placement and drive sales growth.

### **MERCHANDISER** | Jan 2006 - Jul 2010

#### **UNILEVER PHILIPPINES, REGCRIS MARKETING NETWORK, INC., Philippines**

- Collaborate with Unilever Philippines' sales and marketing teams to develop effective merchandising strategies for various product lines.
- Execute product displays, promotions. and signage in retail stores to maximize visibility and drive sales.
- Monitor inventory levels, analyze market trends. and provide insights to optimize product placement and enhance brand presence in the retail environment.

## PERSONAL INFORMATION

Date of Birth: December 03, 1980

Nationality: Philippines

Marital Status: Married

Height: 5'5"

References: Available upon request

I hereby certify that the above information mention is true and correct to the best of my knowledge and belief

## CONTACT

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Abu Dhabi, UAE

## CORE QUALIFICATIONS

- Customer service
- Retail sales
- Answering questions
- Up selling
- Getting sales
- Welcoming customers
- Finding products
- Special promotions
- Product demonstrations
- Retail sales

## EDUCATION

Computer Science

College Level, Undergraduate

San Pablo Colleges, Philippines

## TRAINING RECORD

- Basic food hygiene.
- Managing customer service.
- Essential Food safety training.