


NELSON DELGADO LOPEZ

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Current Residence: Al Jafiliya, Dubai, UAE



CAREER OBJECTIVE	To be able to work in a stable and service oriented organization, that will provide personal growth and will enhance my abilities and knowledge leading to professional maturity in field of sales and customer service jobs thereby contribute to the productivity and profitability of the company.
SPECIAL SKILLS	<ul style="list-style-type: none">▪ Sales and Target Achievement▪ Team Supervision and Motivation▪ Inventory and Stock Control▪ Customer Service▪ Visual Merchandising▪ Strong Communication▪ Leadership▪ Problem-Solving▪ Decision-Making▪ People Oriented▪ Team player with solid customer service skills▪ Able to meet deadlines and work under pressure▪ Able to work accurately and rapidly with strong attention to detail▪ Excellent multi tasking skills▪ Basic computer skills▪ Driving▪ Forklift operator
JOB EXPERIENCE	<div><p>GMG OUD METHA, DUBAI, UAE</p><p>➤ STORE IN CHARGE (DECEMBER 27, 2020 – APRIL 20, 2025)</p><p>Duties and Responsibilities</p><ul style="list-style-type: none">• Oversee day-to-day store operations, ensuring smooth workflows, stock availability, and adherence to company policies and standards.• Drive sales performance through effective merchandising, upselling strategies, and promotional campaigns to achieve and exceed targets.• Monitor stock levels, conduct regular stock checks, manage replenishments, and prevent stock outs or overstocking to maintain optimal inventory.• Supervise, train, and motivate staff to ensure high performance, excellent customer service, and a productive work environment.• Ensure all customers receive exceptional service, handle complaints professionally, and maintain high customer satisfaction levels.• Implement visual displays and ensure store layout aligns with brand guidelines, maximizing product visibility and appeal.</div>



CARREFOUR HYPERMARKET
DUBAI, UAE

- **RECEIVING CHECKER (Dubai Festival City)**
(AUGUST 20, 2017 – November 29, 2020)

Duties and Responsibilities

- Ensure the quality and quantity of goods to receive is correct.
- Ensure the proper temperature below limit and expiry of the product to maintain freshness as well as the hygiene around the receiving area and checklists.
- Count, measure or weight articles to verify contents of shipment against the invoices.
- Examine articles for defects and sort articles according to extend of defects.



GEANT HYPERMARKET
FUCOM LLC-DUBAI, UAE

- **FRUITS & VEGETABLES PLATFORM SUPERVISOR**
(APRIL 29 2013 to August 19, 2017)

Duties and Responsibilities

- Achieve high levels of customer satisfaction through Excellence in receiving, identifying, dispatching and Assuring quality of goods.
- Measure and report the effectiveness of warehousing activities and employees performance.
- Organize and maintain inventory and storage area.
- Ensure shipments' and assign workload.
- Interface with customer to answer questions or solve problems
- Maintain items record, document necessary information and utilize reports to project warehouse status.
- Identify areas of improvement and establish innovative Or adjust existing work procedures and practices.



SPINNEYS SUPERMARKET L.L.C. (AL SEER GROUP)
DUBAI, UAE

- **Department Head/Supervisor**
(May 2011 to March 2013)

Duties and Responsibilities

- Reporting to Store Manager.
- Setting and ensuring the day to day task management of staff ie. Ensure the correct replenishment of stock, customer service levels etc.

- Ensure the correct level of communication to your team and staff are aware of new promotions in store
- Oversee the merchandising and store design layout.
- Regular reporting on performance, issues and solutions.
- Liaising with suppliers on store merchandising & stock selection.
- Driving exceptional customer service experience through the teams.



SPINNEYS SUPERMARKET L.L.C. (AL SEER GROUP)
DUBAI, UAE

➤ **Customer Service Assistant/Merchandiser**
(Jan. 2006 to May 2011)

Duties and Responsibilities

- Set a reset shelf display of product
- Construct and install store displays following written assembly instruction.
- Inventory product stock
- Ensure that the product display complies with company standards
- Process returns to manufacturer
- Train sales people on product features and benefit
- Assist customers and perform other do.

**ACADEMIC
EDUCATION**

Associate Computer Programming (1999-2001)

AMA Computer College
P. Prieto St., Lipa City, Batangas, Philippines

BS Computer Science (1995-1998)

Notre Dame of Dadiangas College
Marist Ave., General Santos City, Mindanao, Philippines

Secondary (1990 – 1994)

St. Rita College
Dr. A. Santos Ave., Sucat, Parañaque City, Philippines

**DATE OF BIRTH:
NATIONALITY
GENDER:
HEIGHT:
LANGUAGES
VISA STATUS:**

December 15, 1976
Filipino
Male
5'11"
English & Tagalog
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