



# GROSBY PABLO P. PESADO

(SERVICE ASSOCIATE)

## CONTACT

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## SUMMARY

Physically fit General employee effective at completing projects and tasks on schedule. Consistently follows through with all orders and instructions. Works well in team setting to complete all job related duties, maintain safe working conditions and adhere to OSHA regulations.

## EXPERIENCE

### Customer Service / Retail Sales / Associate Cashier (2019- Till Now)

KIDS CORNER-Madina Mall, Dubai

- ✚ Managing transactions with customers using cash registers
- ✚ Scanning goods and ensuring pricing is accurate
- ✚ Collecting payments whether in cash or credit
- ✚ Provides a positive customer experience with fair, friendly, and courteous service.
- ✚ Resolves customer issues and answers questions.
- ✚ Perform routine maintenance and safety inspections on ride; maintain a clean and safe space in and around ride.
- ✚ Board & Latch passengers in securely.
- ✚ Explain safety procedures to riders also point out evacuation routes.
- ✚ Pull down safety bars, buckle seat belts, or secure harnesses, inspect equipment to detect wear and tear.
- ✚ Deep an eye on patrons and their movements to ensure they are not in any danger. Remove disorderly, obnoxious, or sick people from rides.

### Warehouseman (2018-2019)

CITY MALL - Palo, Leyte, Philippines

- ✚ Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship).
- ✚ Receive and process warehouse stock products (pick, unload, label, store).
- ✚ Perform inventory controls and keep quality standards high for audits
- ✚ Keep a clean and safe working environment and optimize space utilization.
- ✚ Complete diary logs into inventory
- ✚ Report any discrepancies.
- ✚ Communicate and cooperate with supervisors and coworkers
- ✚ Operate and maintain preventively warehouse vehicles and equipment.
- ✚ Follow quality service standards and comply with procedures, rules and regulations.

## SKILLS

- Computer Literate – MS Office Applications
- Knowledge in management skills
- Customer service
- Clerical Works
- POS Operation
- Register Opening and Closing
- Inventory and Stocking
- Safety Enforcement
- Purchase Recommendations
- Order Processing
- Inventory Management
- Payment Processing
- Store Organization
- Cash Handling

## RECREATIONAL SKILLS

- Assembling/ set-up long board for selling
- Long boarding
- Surfing Skim boarding
- Working with a partner or group.
- Following rules or turn-taking.
- Aware of personal safety.
- Interacting and communication.

## LANGUAGE PROFICIENCY

- **Filipino:** ■■■■■■■■■■
- **English:** ■■■■■■■■
- **Others:** ■■■

## ACTIVITIES & HOBBIES

- Volunteering
- Sports
- Foreign languages
- Clubs and societies
- Gaming

## Sales Coordinator (2011-2015)

GAISANO SUPERMARKET- Tacloban City, Philippines

- ✚ Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- ✚ Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
- ✚ Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.
- ✚ Handling urgent calls, emails, and messages when Sales Representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- ✚ Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- ✚ Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
- ✚ Making the company's products and services as attractive to potential customers as possible.
- ✚ Ensuring adherence to laws, regulations, and policies.

## Supervisor (2005-2010)

PALO SUPERMARKET-Palo, Leyte, Philippines

- ✚ Connects with customers and develops strong relationships to encourage repeat visitation.
- ✚ Creates an atmosphere centered on delivering superior customer service.
- ✚ Maintains strong working knowledge of company products and services, and offers technical support and information to team members.
- ✚ Supervises team members in duties and performance, providing feedback where necessary and reporting team strengths and weaknesses to management.
- ✚ Motivates, guides, and mentors team members to exceed goals and creates a positive environment during shifts
- ✚ Advises management in hiring and termination decisions when necessary.
- ✚ Oversees work quality and verifies satisfactory meeting of company and regulation standards.
- ✚ Works with other supervisors and management to set and evaluate stock, logistics, projects, and overall goals.
- ✚ Strictly adheres to deadlines by communicating expectations to team members, setting goals, motivating team members, and disciplining where necessary.
- ✚ Audits and overseas sales goal, employee development, and business development records.

## EDUCATION

### FILIPINO INSTITUTE

- ❖ Hotel & Restaurant Management
- ❖ Certification Year: 2019
- ❖ Location: DUBAI, UAE

### BACHELOR OF SCIENCE IN COMMERCE (Collage Degree)

- ❖ ST. Paul's Business School
- ❖ Major in Management
- ❖ Passing Year: 2011
- ❖ Location: Philippines

## CERTIFICATIONS & LICENSES

### CBI Quality & Standardization

- ✓ Non-Complex Operator (Below 3G)
- ✓ Category 2 (Student)

### First Aid

- ✓ CPR, AED & Basic First Aid

## INTERPERSONAL SKILLS

- Influencing skills
- Empathy
- Negotiation skills
- Active Listening
- Leadership
- Problem-solving
- Collaboration
- Conflict resolution
- Self-awareness
- Flexibility

## PERSONAL INFO

- Date of Birth: 06/08/85
- Nationality: Filipino
- Marital Status: Married
- Religion: Roman Catholic
- Visa Status: Company Visa

## REFERENCES

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