



ROY DIVINA GRACIA SANTOS

PERSONAL PROFILE

I am a highly-motivated, conscientious, and competent collaborator who possesses in-depth knowledge and experience within this industry. With a proven track record of achievement, I can bring positivity, support, and a creative mindset to any team. I pride myself on taking ownership of challenging problems, maintaining high standards, and assisting my employer in achieving their commercial objectives. With a desire and passion for continuous professional development, I am confident I can add value to your organization by always ensuring you customers and clients receive the best service possible. With more than 15 years' experience in similar roles, I can be relied upon to deliver everything that I set out to achieve, whilst always seeking a way to help my employer grow, and save money at same time.

CONTACT DETAILS:

Phone number: (+971)522141959

Email: roy.santos18.rs@gmail.com

Address: Al Lazeem Street,
Central District, Al-ain UAE

JOB SKILLS:

- Planning
- Organising
- Scheduling
- Setting Standards
- Procedures
- Quality

PEOPLE SKILLS:

- Communicate
- Understand People
- Motivate
- Training
- Coaching
- Feedback-Evaluate
- Team Problem Solving

LANGUAGE:

- Tagalog
- English

WORK EXPERIENCE

Alshaya Group, Bawadi Mall—Visual Merchandiser
(March 12 to Present)

Retail expert with strong commercial awareness and experience in all aspects of retail marketing plan, including VM and POS. Proven ability to drive retail sales performance through effective marketing and space planning.

Alshaya Group, Bawadi Mall—Sales Associates / Cashiers
(April 2009 to March 2010)

Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedules to call on existing or potential sales outlets and other trade factors.

Alshaya Group, Muscat City Centre—Storekeeper In-charge
(September 2008 to April 2009)

Under direction, performs a variety of shipping/receiving, stocking activities; stores and distributes supplies and equipment; maintains inventory and stock records; and performs related work as required.

INTEREST:

- Outdoor event
- Physical fitness
- Volunteering

LICENSE DETAILS:

License number: 2416038

Place of Issue: Abu Dhabi

Date of Issue: 5th December, 2017

Date of Expire: 2nd December, 2024

EDUCATION & QUALIFICATIONS

Krus Na Ligas High School, Quezon City—*Philippines*
(1993-1998) Secondary, Diploma

Krus Na Ligas Elementary School, Quezon City—*Philippines*
(1987-1993) Primary

CERTIFICATE

Alshaya Group, Morocco Mall—*Appreciation*
(March 2022)

Was able to support Morocco H&M twice during opening, (Anfa and Morocco Mall)

It truly demonstrates that 'We are One Team', regardless of the country we are based in.

Alshaya Group, Bawadi Mall—*Completion*
(May 2022, March 2023, December 2023)

PCI DSS-Information Security Awareness Certification

AWARDS

Alshaya Group, 15th years in service
(September 2023)

Alshaya Group, Employee of the month
(May 2018 - October 2022 - June 2023)

REFERENCES

Marciano Bitong, H&M Department Manager
marciano.bitong@alshaya.com (+971) 52 440 1608

Emmanuel Medina, H&M VM In-charge
hmvm.alainmall@alshaya.com (+971) 55 170 5306