



# Theo Jolian Tisoy

Merchandiser

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📍 Satwa Al Satwa Rd, Dubai

## About Me

I am a highly motivated and results-driven professional with a strong background in Computer Engineering and extensive experience as a successful Store Manager. My passion for retail management and my ability to effectively lead and motivate teams have been key drivers in achieving exceptional sales performance and ensuring outstanding customer service.

## Personal Information

**Nationality:** Filipino

**Date of Birth:** July 09, 1982

**Marital Status:** Married

**Visa Status:** Residence Visa

**Language:** English & Arabic

**Driver's License:** UAE Driver's

License Automatic

## Skills and Attributes

- Proven ability to lead and motivate teams, setting high standards and fostering a positive work environment to achieve company objectives.
- Track record of meeting and exceeding sales targets, implementing effective strategies to drive revenue and maximize profitability.
- Exceptional customer service skills, ensuring customer satisfaction, handling complaints, and creating a welcoming shopping experience.
- Skilled in providing training and guidance to new staff, cultivating a skilled and motivated team dedicated to success.
- Skillful in managing store appearance and visual displays, creating an appealing shopping environment that boosts sales.
- Proficient in monitoring and managing inventory levels, minimizing stock-outs, and optimizing stock turnover.
- Proactive problem-solving approach, addressing issues promptly to ensure seamless store functioning and customer satisfaction. Accurately encode all invoices and maintain an updated expiry checklist.
- Understanding of cultural differences to engage effectively with a diverse customer base in Dubai.
- Fluent in English and Arabic, enabling effective communication with diverse customers and team members.

## Work Experience

Merchandiser

March 2017 - Present

**Five Star Fzco., Good Market, Silicon Oasis, Dubai**

- Organized product displays and shelf layouts (ensured visually appealing arrangements) to attract customers and drive sales, resulting in a 15% increase in impulse purchases.
- Monitored inventory levels (tracked stock and replenished items) to maintain product availability and minimize stockouts, achieving a 98% product availability rate.
- Collaborated with suppliers and store management (coordinated deliveries and promotions) to optimize product placement and enhance promotional effectiveness, leading to a 20% boost in promotional sales.
- Analyzed sales data and customer preferences (reviewed sales reports and conducted market research) to make informed merchandising decisions and adapt strategies, contributing to a 10% growth in overall sales.

Store Supervisor

August 2014 - October 2016

**Tashelat Company, Sahel Mart, Saudi Arabia**

- Ensured excellent customer service by effectively communicating with customers and addressing their concerns.
- Motivated and guided staff members to perform according to company standards.
- Prepared inventory reports and managed stock levels.
- Handled banking and deposit procedures for the store's sales.
- Monitored product expiry and managed merchandise displays.
- Recorded and maintained invoices.

Store Supervisor

November 2013 – May 2014

**Cinderella's Closet Mix Brand, Cebu Philippines**

- Managed daily cash deposits in the bank and prepared weekly and monthly reports.
- Conducted employee training sessions to enhance product knowledge and sales strategies.
- Prepared quarterly inventory reports.
- Ensured that promotions were in line with company standards.
- Monitored local competitors.

Store Supervisor

June 2005 - September 2013

**ENOC/EPPCO Petrol Company, Dubai**

- Provided excellent customer service and addressed customer complaints professionally.
- Motivated and trained staff members to meet company standards.
- Prepared inventory reports and handled banking and deposit procedures.
- Answered phone calls courteously and efficiently.
- Monitored and managed stock levels.
- Handled ordering and receiving of stocks.

Quality Controller

January 2001 - December 2003

**Metrowear Company**

- Ensured the quality of textiles by inspecting for any leftover metals.
- Checked the sewing machines to maintain their proper functioning.

## Education

**Bachelor's Degree in Computer Engineering**

**Asian College of Technology, Cebu Philippines**

Undergraduate