



# KERZAINÉ MANALO

## BRANCH MANAGER

### CONTACT

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Dhaith South, Ras Al Khaima

Driving License -T101824

### EDUCATION

2012 - 2015  
INTERFACE COMPUTER  
COLLEGE

- Bachelor of Science in Information Technology

2007 - 2012  
DOÑA TEODORA ALONZO  
HIGH SCHOOL

- SECONDARY

### SKILLS

- Able to work independently in the field.
- Able to navigate effectively via maps and GPS
- Strong time management
- Communicating with customer and within the company
- Basic knowledge of HTML
- Microsoft
- Excel
- PowerPoint
- Flexibility

### PROFILE

To be employed in growth-oriented company where my skills and abilities can be tapped and maximize effectively pursue my goal for career advancement and to be given opportunity to prove that my service could be given some investment of the organization.

### WORK EXPERIENCE

#### AL SEER GROUP MERCHANDISER

2022 - PRESENT

- Following 8 steps of merchandising
- Planning and developing merchandising strategies.
- Analyzing sales figures, market trends and customer behavior to determine product needs.
- Stocking sales floor shelves and creating attractive product displays.
- Determining the need for and implementing product promotions, price changes, mark downs, clear outs, etc.
- Ensuring retail staff are well informed on product details and promotions.
- Maintaining and tracking inventory.
- Cross Merchandising.

#### Emirates National Oil Company SITE IN CHARGE/MANAGER

2019 - 2022

- Oversee daily operations of the ZOOM store
- Develop and implement strategies to increase sales and profitability
- Train and supervise store staff
- Ensure compliance with company policies and procedures
- Monitor inventory levels and order supplies as needed
- Maintain a clean and organized store environment
- Handle customer complaints and resolve issues in a timely manner
- Conduct regular performance evaluations of employees
- Create and implement marketing initiatives to attract new customers
- Manage financial transactions and maintain accurate records
- Monitors performance of service station staff and institutes corrective measures where necessary
- Monitors fuel inventory on site and orders supplies for the station in time to avoid stock outs
- Reconciles daily fuel sales and cash receipts available on site
- Performs fuel stock management by reconciling daily fuel sales and fuel tank balances
- Receives fuel deliveries on site and updates records accordingly
- Ensures all site licenses are valid and displayed at service station at all times
- Performs daily cash banking for all fuel sales
- Schedules and arranges necessary maintenance for the service station.

## MANAGERIAL SKILLS

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- Leadership
- Ability to delegate
- Ability to inspire and motivate
- Customer service
- Inventory management
- Financial management
- Problem-solving
- Conflict-management
- Decision-making
- Strategic thinking
  - Analyzing data to come up with strategies
  - Creating strategies for meeting company goals and objectives
  - Thinking of ways to implement strategies
  - Directing others in the completion of goal-related tasks

## LANGUAGES

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- English (Fluent)
- Tagalog (Fluent)

## WORK EXPERIENCE

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**SAVEMORE SUPERMARKET**  
**BATANGAS, PHILIPPINES**

2015-2019

BRANCH MANAGER

- Directing all operational aspects including distribution, customer service, human resources, administration and sales in accordance with the bank's objectives
- Providing training, coaching, development and motivation for bank personnel
- Developing forecasts, financial objectives and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Stay abreast of competing markets and provide reports on market movement and penetration