



Dominique Ty Chico

15+ Years Experienced Sales & Customer Service

About Me

Experienced and Proven Sales & Customer Service expert. With over 15 years solid sales track records in the sales industry proven to bring significant positive results. Knowledgeable in Digital Marketing, & using Canva, with entrepreneurship mindset. Certified Hotel & Restaurant Expert.

Skills

- Customer Service
- Proven Sales Expert
- Has knowledge on EZ link, Concept and Dolphin System
- POS Operation
- Training Staff
- Leadership

Volunteer Services & Other Leadership Experience

Ambassador & Church Leadership (The Church of Jesus Christ of Latter-Days Saints - SLC, Utah Oct. 2010 - Oct. 2012) in the Naga Philippines Mission: Handled 25+ full-time service missionaries from Samoa, New Zealand, USA, Tonga. My role was to motivate, inspire, monitor performance, secure health & safety, conduct training & workshops to improve key indicators, & managed three other district leaders in 17 towns. Organize plans and discuss issues, problems, & possible solutions with the Mission President. Provided appraisals for leadership, presented and conducted Zone Conferences. Traveled & checked areas.

Contact Information

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Language

English
Tagalog

Education

- Bachelor of Elementary Education
Jun. 2007 - Jan. 2009 | Olivarez College - Paranaque City
- Technical Course in Hotel Restaurant Services
Jan. 2007 - Jun. 2007 | Department of Education NCR - PNHS, Paranaque City
- Practicum Nursing (Specialization: Caregiver)
Jun. 2005 - Dec. 2005 | Uni-Cyber College - Paranaque City
- High School Education
Jun. 2001 - Mar. 2005 | Paranaque National High School - Paranaque City

Professional Experiences

- ✓ **September 2023 Grand Gold Gym: Sales Customer service, Receptionist, Coach**
 - Handling cash and card transactions,
 - Register all new players using Gym Care System
 - Promote promotion special offer packages to all prospect clients
 - Motivate the players, give proper program and proper diet plan
 - Coaching players, personal trainer
- ✓ **Oct 2022 - Apr 2023 Global Village -**
 - Increased Sales by 20 to 40k AED a day.
 - Managed Inventory, Making sure that all items are counted and in good condition.
 - Handled Customer's Cash and Card Payments using POS.
 - Provide excellent customer service to European, American, and local customers.
- ✓ **Aug 2022 - Oct 2022 The Els Club(Prosport) Sales & Reservation Cashier**
 - Increased Sales to 200k AED Monthly
 - Managed Inventory & handled Customer's Cash and Card Payments using Dolfine System, & the EZ LINK system for Tee Time Check-in, check-out, & booking reservations for the golfer's player.
 - Handled Concept System for all the newly paid memberships, renewal, venue rental, and all other operational-related transactions of the company.
 - Provided an excellent customer services to elite customers from Europe, Americans, and locals.
- ✓ **Part-Time @ CBBC - World Trade Center - Sales Associate - May 2022 to June 2022**
 - Boosted sales and was recognized by all local Emirati customers when it comes to customer service and sales skills.
 - Answered all customer's inquiries and coordinated with the manager in charge about any important selling area concerns and customer requests.
 - Provided excellent customer service and information about luxury products.
- ✓ **Full Time @ Surat Door-to-Door Courier Sales Coordinator June 2022 to August 2022**
 - Conduct field marketing visits to offices, speak with managers and staff, establish rapport, close contracts with SMEs, and large eCommerce companies, coordinate distribution operations with riders, and clients, manage logistics, and ensure the best customer service.
- ✓ **Part-Time @ X.O Food Runner July 2022**
 - Provided Excellent Customer Service, and served customers with alcoholic Beverages
 - Served Foods, and beverages, and made sure customers are comfortable and assisted well.
 - Took orders and coordinated with the Kitchen about customers' requirements
- ✓ **2020 - 2022 DigiMart FZ LLC (Partime)**
 - B2B B2C Social Media Marketing, Branding, & Design
- ✓ **2012 - 2020: Cadbury Duty-Free Sales and Officer-In-Charge**
 - Boosted Sales to 10 Million PHP Monthly for 4 Years. Top 1, among 50 sales of branded chocolates all over the world.
 - Cadbury Sales Officer In-charged - Started out as an Associate and was promoted to the supervisor position
 - Duty-Free Philippines - Duty-Free Philippines Fiesta Mall, NAIA, Paranaque City | NAIA Terminal 3 Duty-Free Arrival
 - Other Sales Experiences - is upon request.
- ✓ **Jun. 2009 - Sep. 2009: Sketchers Sales**
 - Sketchers Stragem Inc. - Rustan's Makati City
 - Boosted sales to a minimum of 600k PHP monthly
 - Trained staff: effective sales strategies & power statements
 - Provided excellent Customer service, & managed product's promotions to elite customers