



JANE EMERALD FRONDA
Dubai, United Arab Emirates
+971 50 4472946 | jane.fronda1985@gmail.com|

PROFESSIONAL SUMMARY

Results-driven and customer-centric professional with a versatile background spanning store operations, office support, and customer service in both retail and beauty industries. Expertise in delivering tailored solutions, optimizing inventory management, and ensuring seamless transactions to enhance customer experiences. Proven ability to resolve issues efficiently, build lasting client relationships, and support business growth. Known for collaborating effectively with teams to exceed sales targets while maintaining an organized and welcoming environment. Passionate about driving customer satisfaction and loyalty through exceptional service and operational excellence.

EXPERIENCE

ADNOC DISTRIBUTION

Store Operations Associate

Sheikh Zayed Road, Dubai, UAE

November 2020 - March 4, 2025

- Provided personalized product recommendations, ensuring customer needs and preferences were met for an exceptional shopping experience.
- Managed inventory by restocking shelves, organizing displays, and ensuring products were readily available and well-presented.
- Processed transactions accurately and efficiently, handling cash, credit, and returns in compliance with company policies.
- Maintained a clean and welcoming store environment, ensuring the store was visually appealing and easy to navigate.
- Addressed customer inquiries and promptly resolved issues, fostering long-term relationships and driving customer satisfaction.
- Collaborated with team members to achieve sales goals, streamline store operations, and deliver outstanding customer service.

ROOM FIVE (CREATIVITY FACILITY) DMCC

General Office Support

Jumeriah, Dubai, UAE

May 2019 – March 2020

- Assisted in organizing, sorting, and photocopying documents, ensuring efficient handling and accessibility.
- Managed filing systems, accurately categorizing and retrieving files as requested to maintain an organized record-keeping system.
- Supported office operations by performing administrative tasks, including document preparation and inventory management.
- Assisted with coordinating office events and meetings, ensuring all logistics were in place for smooth execution.

AVON COMPANY (BEAUTY AND COSMETICS)

Customer Care Representative

North Luzon, Philippines

April 2014- March 2017

- Provided personalized beauty and skincare advice to customers, helping them select products based on their needs and preferences, resulting in a 20% increase in customer satisfaction.
- Assisted customers with inquiries related to product availability, orders, and returns, ensuring efficient resolution and a seamless shopping experience.
- Processed customer orders accurately, managing inventory and coordinating with the warehouse to ensure timely delivery of products.
- Managed customer complaints and concerns with professionalism, offering tailored solutions and ensuring positive outcomes, leading to improved customer loyalty.
- Supported promotional campaigns and product launches, educating customers on new beauty products and trends to drive sales and brand awareness.
- Collaborated with cross-functional teams to enhance product offerings and streamline customer service processes, improving operational efficiency.
- Provided ongoing support and follow-up to ensure continued satisfaction, helping to maintain long-term relationships with clients.

ADDITIONAL INFORMATION

- **Education :** Bachelor of Science in Nursing (Undergraduate) - 2004-2005 / 2007-2008
- **Languages:** English (Fluent), Filipino (Native)
- **Technical Skills:** Expertise in Inventory Management Systems, Microsoft Office , and efficient email and phone communication.
- **Key Skills:** Expertise in customer service, product recommendations, conflict resolution, team collaboration, time management, sales techniques, organizational support, and client retention.