



FREDDIE ESCALANTE

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Driven sales professional with over 19 years of sales experience in retail sales and a reputation for exceeding performance benchmarks. Highly skilled at leveraging consultative sales techniques to upsell products and exceed sales targets. Demonstrated leadership skills that align teams and strengthen brand loyalty through exceptional customer service. Seeking to apply diverse sales experience to take next career step with a retail organization dedicated to providing world-class customer service and producing strong team leaders.

- Proficient in Microsoft Office, MS Word & Excel
- A fast learner and highly trainable individual; responds well in fast-paced environments
- Self-driven, able to set effective priorities to achieve immediate and long-term goals and meet operational deadlines
- Highly ethical; functions well individually and a good team player; have good interpersonal skills and can develop a great client relationship

WORK EXPERIENCE

Customer Service/Cashier

Grandhyper Supermarket – Al Buraq Mall, Kuwait

October 2022- January 2025

- Responsible for maintaining outstanding customer service as per Company standards, processing sales quickly, accurately, and efficiently, cash register operations and safeguarding company assets
- Ensures that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.
- Maintain awareness of all promotions and advertisement.
- Accurately and efficiently ring on register and accurately maintain all cash and media at the registers.
- Communicates customer request to management.
- Enters all media from register into tally program.
- Maintain orderly appearance of register area and supplies stocked.
- Any other tasks as assigned from time to time by any manager.

Sales Associate

DITCE Trading LLC (Authorized Distributor Emirates Airlines Uniforms)- Dubai Industrial City
October 12, 2012- November 11, 2020

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide information on product features
- Welcome customers to the store and answer their queries
- Remain knowledgeable on products offered and discuss available options of design
- Process POS (point of sale) purchases
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures

Cashier

PARIS GROUP INTERNATIONAL (Men's Apparel – Pierre Cardin, Ted Lapidus, Verri, Azzaro)- Dubai, UAE
September 14, 2017- October 5, 2012

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, cash registers, and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding coupons, gift cards, or the purchase of specific items
- Maintaining a clean workspace

Stock Custodian

LE JEAN DE MARITHE FRANCOIS GIRBAUD- Lucena City, Philippines
September 2006- March 2007

- Conduct quality inspection of sample deliveries and provides report to Store Manager for any changes.
- Adhere to product handling procedures and standards.
- Prepare daily receiving report
- Exceed customer expectation, giving quality customer service.

Inventory Staff/ Sales Associate

GAP, BANANA REPUBLIC, AND OLD NAVY (INSTYLE APPAREL INC.)- Makati City, Philippines
March 31, 2003 – May 2, 2006

- Provided high-quality customer service to optimize customer purchasing and payment process.
- Initiated inventory control measures to sustain stock levels and helped to order new inventories
- Checking of shipments coming from San Francisco, California
- Ensure of accuracy of barcodes / price tags of all merchandise
- Ensure adherence to ordering, delivery and transferring standards / procedures
- Prepare monthly reconciliation report and other reports as required by manager

Stock Clerk/ Sales Associate

HERBENCH / HUMAN BOUTIQUE – Makati City, Philippines

August 2001 – February 2002

- Managed and maintained displays as indicated by planograms, end caps, and bulk stack instructions.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.

EDUCATION**Computer Systems Design and Programming, 1999 – Graduated**

AMA Computer Learning Centre

Lucena City, Philippines

PERSONAL INFORMATION

- Filipino
- Catholic
- June 1, 1979
- Single

FUTHER INFORMATION AVAILABLE UPON REQUEST