

Claros Orcullo

Assistant Store Manager

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Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service. Focused Assistant Store Manager known for creating stunning merchandise displays and improving revenue for location. Offering exemplary writing and oral communication skills. Experience in diverse retail environments. Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level position. Ready to help team achieve company goals.

Work History

2013-11 - 2019-12

Assistant Store Manager

Riyadh International Catering Corporation (McDonalds KSA), Riyadh Saudi Arabia

- Supervised and evaluated staff to help improve skills, achieve daily objectives, and attain advancement.
- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Maintained positive customer relationships by responding quickly to customer service inquiries.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Walked through store areas to identify and proactively resolve issues negatively impacting operations.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Analyzed customer feedback and implemented strategies to improve customer experience.
- Developed and maintained strong relationships with vendors to facilitate timely product delivery.
- Created and maintained safe and secure work environments for employees.
- Interviewed, hired, and trained staff associates and equipped to comply with company policies and procedures.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Rotated merchandise and displays to feature new products and promotions.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Trained and guided team members to maintain high productivity and performance metrics.
- Mitigated business risks by working closely with staff members and assessing performance.
- Reported issues to higher management with great detail.
- Reduced operational risks while organizing data to forecast performance trends.
- Implemented business strategies, increasing revenue and effectively targeting new markets.
- Assisted in recruiting, hiring and training of team members.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Updated and resolved incidents and managed accessorial charges objectively while maximizing profit.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Trained new employees on proper protocols and customer service standards.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.
- Supervised creation of exciting merchandise displays to catch attention of store customers.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer

- service.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Reduced budgetary expenditures by effectively negotiating contracts for more advantageous terms.
- Interacted well with customers to build connections and nurture relationships.

2008-02 - 2013-02

Store In-Charge

Albertos Pizza Co., Cebu City, Philippines

Education

2022-04 - present

Bachelor of Science in Information Technology, Major in Network and Cyber Security

Mapua Malayan Digital College, Quezon City

2006-06 - 2008-04

2-Year Computer Secretarial

Holy Child Colleges of Butuan, Butuan City, Agusan del Norte

Skills

- Order management
- Staff supervision
- Staff Management
- Operations
- Training
- Google Drive
- Product and service sales
- POS systems operations
- Customer experience
- Business development and planning
- Pivot tables
- Systems and software programs
- Customer Relations

Software

Canva	★★★★★
Microsoft Office	★★★★★
Adobe Photoshop	★★★★★
Google Sheet	★★★★★
Google Slide	★★★★★
Microsoft Excel	★★★★★

Languages

English	★★★★★
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Filipino



Arabic



Hobby/Interest

Travel

Mobile Video Games

Hiking

Beach

Coding



Courses

2016-07

Shift Management Excellence Course

2017-01

Advance Shift Management Course

2017-04

Effective Management Practices Course

2022-11

Social Media Management

2022-11

Introduction to Critical Infrastructure Protection

2022-11

OPSWAT Endpoint Compliance Associate