

JESSICA CATAPIA

STORE SUPERVISOR

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🖂 Catapia\_jessica@yahoo.com

## PROFILE:

* + Years of exceptional work experience in Supervision/Managerial, Administration and Customer Service.
  + Expert Knowledge of MS-Words, Excel, Access, Power Point, Outlook, Internet, Quick Book /Paychecks.
  + Compliance with the privacy and confidentiality regulations relating to recording and storage of information.
  + Curiosity to explore and ability to learn and understand new developments in short period of time.
  + Efficient, organized, hardworking and determined

## WORK EXPERIENCE:



**JULY 2016 up to Present**

POSITION: **STORE SUPERVISOR**

COMPANY: **HOUSE OF AMBER JEWELLERY LLC**

INDUSTRY: **JEWELLERY COMPANY**

ASSIGNED LOCATION: **DUBAI MALL**

DUTIES AND RESPONSIBILITIES:

* Mainly responsible for the daily running of stores and ensure its readiness from opening to closing.
* Supervision of staff’s daily activities by:
  + Checking their areas of responsibilities.
  + Monitor excellent customer service at all times.
  + Obliging them ensure shop is clean and the products in the store are organized more importantly the products in the stocks area.
  + Recruit, coach, counsel, discipline and train staff.
  + Evaluate self-on-the-job performance, as well as other staff.
* Motivate staff to meet sales target by providing weekly performance feedback and corrective action to perform better.
* Full knowledge of the entire product i.e. gems and designers collection.
* Ensure that detailed reports of the store activities are updated on a weekly and monthly basis.
* Submission of report to our retail and general manager on a monthly basis and if necessary.

**JUNE 2011 – JUNE 2016**

POSITION: **STORE SUPERVISOR**



COMPANY: **PANDORA – PANMEAS JEWELLERY LLC**

INDUSTRY: **JEWELLERY COMPANY**

ASSIGNED LOCATION: **AL GHUARAIR MALL AND DIERRA CITY CENTER**

DUTIES AND RESPONSIBILITIES:

* Supervise and motivate staffs at all times to reach our sales target.
* Ensure staffs are well informed of all the Pandora’s product and provide information of the promotions and best sellers.
* Provide the team with timely feedback, both formal and informal.
* Achieve monthly, quarterly and annual retail sales targets in line with the agreed annual budget.
* Analyze “retail metrics” daily to maximize store productivity at all times.
* Replace the manager if not available and takeover of the decision making responsibilities.
* Hold monthly meetings with all Supervisors to review overall sales performance and discuss the product stocking requirement to be distributed all the stores in Dubai.
* Track and analyze stock in the store on a weekly basis.
* Recommend stock orders and stock replenishment for best sellers to the Manager and ‘Buying and Merchandising Team’ without delay.
* Work and assist the Store Manager in projecting annual and seasonal product sales figures by product category.
* Coordinate with the Visual Merchandisers in decision making to ensure visibility of a product.
* Supervise store’s shrinkage in line with the company policy to minimize cost.
* Handle customer complaints, issues and questions.

 **FEBRUARY 2010 – FEBRUARY 2011**

POSITION: **Marketing Associate/Secretary of the Group Marketing**

COMPANY: **SM Center Management Corporation**

INDUSTRY: **Marketing**

ASSIGNED LOCATION: **SM City Philippines**

DUTIES AND RESPONSIBILITIES:

* Scheduling conferences or meetings, organizing data and gathering information.
* Collecting and preparing Service Agreements between event organizer and the Marketing Department.
* Clerical Assistance and performs general office works and routine functions for the Marketing Department.
* Arranging promotional events
* Communicating with clients
* Writing online content and helping to drive online traffic with web-related campaigns in social networking sites.
* Assisting the manager in writing reports and analyzing data.

## EDUCATIONAL ATTAINMENT:

**BACHELOR OF SCIENCE IN TOURISM**

LA CONSOLACION COLLEGE

Manila, Philippines

School Year 2006 - 2009

## SEMINAR ATTENDED:

* **QUALITY MANAGEMENT SYSTEM AWARENESS ISO 9001:2000**

CONDUCTED BY: Jag Jeans Philippines

YEAR 2009

## PERSONAL INFORMATION:

Age : **27 yrs. old**

Birthday : **21** **November 1991**

Nationality : **Filipino**

Sex : **Female**

Status : **Single**

Height : **5’5”**

Visa status : **Employment - Transferrable**

I hope that the above information is in line with your requirements.

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**MISS JESSICA W. CATAPIA**