



# BOBBY ILAGAN

## E-COMMERCE FULFILLMENT COORDINATOR

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Doha, 55349, Qatar

## LINKS

LinkedIn:  
<http://linkedin.com/in/bobby-ilagan-b678b5185>

## PERSONAL DETAILS

**Date of birth**  
July 28, 1978

**Nationality**  
Filipino

**Marital status**  
Married

## LANGUAGES

English  
Tagalog

## ABOUT ME

A highly motivated and result-oriented professional with eight years of record of outstanding management experience in the retail operation. Dynamic career reflecting record-breaking performance in the retail sales management field. Exceptional background in personal leadership. Proven ability to the best merchandising, product placement, and sales strategies that achieve optimal success. Well-rounded background with demonstrated strengths in reducing turnover, minimizing shrinkage, and outperforming profit goals.

## WORK EXPERIENCE

### E-COMMERCE FULFILLMENT COORDINATOR

AZADEA GROUP (QATAR) | DOHA  
MAY 2021 - PRESENT

- > Responsible for managing the fulfillment and delivery process of E-commerce orders, managing warehouse, systems, inbound, and outbound processes, and delivering the operational KPIs.
- > Ensure the online operation process (receiving, picking, and packing) is maintained and fulfillment of orders is done in a timely manner and up to the required standards.
- > Provide weekly feedback to the online and local operation team explaining weekly performance KPIs.
- > Communicate with the E-commerce & local operations team, last mile providers, and customer service team and assure timely and organized workflow.
- > Lead the day-to-day operation of the E-commerce (receiving, inspection, storage, cataloging, inventorying, while ensuring customers are receiving their orders.
- > Resolve any related warehouse, fulfillment, QC, and last mile online project inquiries or concerns, and escalate errors and risk appropriately.
- > Follow up and support the execution of additional brands to the fulfillment warehouse.
- > Plan in coordination with the E-Commerce team seasonal events and execute accordingly to ensure successful and efficient order fulfillment.
- > Communicate on a daily/weekly basis with the brand partners on all issues pertaining to order management and customer delivery, and liaise with concerned parties to transfer back to stores any canceled order in a timely manner.
- > Manage the consumable orders related to the fulfillment warehouse and raise any showstopper to related parties

### SHOP MANAGER

AZADEA GROUP (QATAR) | DOHA  
SEP 2011 - APR 2021

## REFERENCES

### **MAZEN ARNAOUT**

Stock Management Officer/Azadea  
Qatar  
(+974) 3391-6816

### **MR. HASSAN MANSOUR**

Loss Prevention Specialist/Azadea  
Qatar  
(+974) 6682-0586

### **MS. KHAOULA SWIHI**

Shop Manager/Gap Qatar  
(+974) 6682-0586

### **MR. ALI NEHME**

District Manager/Azadea Qatar  
(+974) 3382-6196

- > Solved critical store operational problems including customer complaints, in order to ensure operational effectiveness and increase customer satisfaction.
- > Assist in recruiting and selecting shop staff by verifying job fit and team fit of candidates.
- > Managed annual allocated budget by monitoring expenditures up to set limits, optimizing and reducing costs where possible, and reporting variances versus budget.
- > Ensure the stock is effectively measured, controlled, and managed order placement activities to maximize sales and meet stock performance objectives.
- > Monitor the shop's hourly revenue and prepare staff schedules accordingly in order to ensure that the shop manpower is effectively matched to operational requirements in a cost and effective manner.
- > Prepare management information reports on store performance in order to allow informed decision-making.
- > Ensure the effective communication of sales plans and targets to the shop and team.
- > Managing performance, developing and motivating employees, in order to ensure the highest levels of performance and the achievement, or exceeding of sales targets.
- > Evaluate on a bi-yearly basis the performance of subordinates as per company guidelines.
- > Performed other shop-related activities such as overseeing the shop merchandising, verifying the cleanliness, display, maintenance of the shop, placing orders, and others.

### **MANAGER IN-TRAINING**

AZADEA GROUP (QATAR) | DOHA  
APR 2011 - SEP 2011

- > As a shop in charge, I performed the whole managerial task of the shop such as operations, scheduling or manpower distribution, customer focus, and all store-related reports.

### **SALES ASSOCIATE/CASHIER**

AZADEA GROUP (QATAR) | DOHA  
AUG 2009 - APR 2011

- > Greet customers including answering phones and directing customer inquiries to the relevant parties.  
Ensuring each and every inquiry is dealt with efficiently and effectively, offering assistance and serving them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- > Arranged and replenished on a continuous basis the shop shelves are kept clean and tidy at all times.
- > Watch for and prevent security risks and thefts and escalate occurring incidents to the hierarchy in a timely manner in order to avert loss.
- > Performed physical and electronic inventory of shop products on a regular basis as per company's guidelines in order to ensure accurate stock keeping.
- > Managing the cash counter, accepting cash or bankcards transactions according to established procedures.
- > Keeps cash counter area neat and stocked with necessary supplies or consumables.
- > Responsible for transferring items to other branches.
- > Performed other related duties which are assigned from time to time

#### **STORE KEEPER**

AZADEA GROUP (QATAR) | DOHA  
JUL 2008 - JUL 2009

- > Responsible for all shipment deliveries, putting alarms and prices, and receiving and checking all incoming stocks from suppliers.
- > Maintain the cleanliness and organization of the stock room.
- > Regularly assists in the inventory of stocks.
- > Perform other tasks as assigned and report from time to time.

#### **WAREHOUSE FEED SUPPLEMENT/TAG CLERK**

LIMCOMA MUTI-PURPOSE COOPERATIVE(PHILIPPINES) | LIPA CITY, PHILIPPINES  
APR 2003 - JUL 2008

- > Responsible for receiving, issuing, and monitoring feed supplements, feed tags, and new empty sacks to the requisitioning department.
- > Performed clerical functions for updating ledgers, stock cards for Feed supplements, Tags, and new Sack.
- > Assist in inventory on a quarterly basis.
- > Kept the area clean, organized, and tidy at all times, and performed other related duties that may be assigned from time to time.

## HELPER

ALL AROUND SERVICE & MERCHANDISING  
CORPORATION(PHILIPPINES) | LIPA CITY, PHILIPPINES  
OCT 2002 - MAR 2003

> Assigned in the production department, performed such as a bagger, sewer, piler, and in a janitorial work.

## TRAINEE/DRAFTSMAN

PRIMELINE CONSTRUCTION(PHILIPPINES) | ROSARIO,  
BATANGAS PHILIPPINES  
DEC 1996 - MAR 1997

> Assigned in the different aspects of office engineering work such as preparing conceptual drawings to workings of Architectural, Structural, Plumbing, and Electrical Plans for one storey building.

> Assist in the preparation of the materials take-off and cost estimate as required for bidding purposes.

> Assist in the preparation of the residential specification and perform other related functions as ordered by the civil engineer.

> Re-assigned in the different aspects of field engineering such as assisting the construction foreman, performing time-keeping records, maintaining and updating the material records of deliveries, equipment rental on site, and material inventories.

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## EDUCATION

### BACHELOR OF SCIENCE

UNIVERSITY OF BATANGAS | BATANGAS CITY  
2002

Bachelor of Science in Commerce, major in Business Management

### DRAFTING CAD TECHNOLOGY

UNIVERSITY OF BATANGAS | BATANGAS CITY, PHILIPPINES  
1997

Drafting/CAD Technology-Vocational

### HIGH SCHOOL DIPLOMA

SAINT JOSEPH INSTITUTE | ROSARIO, BATANGAS  
PHILIPPINES  
1995

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# SKILLS

