

CONTACT

Camille Bravo De Guzman

📍 Harmala Bin Zaid Street
Building No. 13 Zone 25 Street 984 Doha, Qatar
☎ 77838651
✉ deguzmancamillebravo@gmail.com



OBJECTIVE

Results-oriented sales professional seeking a position in a high-end retail environment. My aim is to use my exceptional customer service skills, extensive product knowledge, and passion for luxury brands to drive sales and exceed customer expectations. I have a proven track record of delivering outstanding service and building lasting client relationships by creating personalized shopping experiences that foster repeat business and brand loyalty. With a strong understanding of the luxury market, I effectively communicate the unique value of the products I represent. I am committed to contributing to my team's success by collaborating with colleagues and sharing best practices. I am eager to guide discerning clientele through their selection process, ensuring they feel valued and creating memorable shopping experiences that leave a lasting impression. I look forward to bringing my skills and enthusiasm to a high-end retail setting to enhance the customer experience.

PERSONAL DETAILS

- Date of Birth : 07/17/1997
- Marital Status : Single
- Nationality : Filipino
- Gender : Female

EDUCATION

- 2019
- **Our Lady of Fatima University**
BS in Medical Laboratory Science

EXPERIENCE

- October 2022 -
October 2024
- **Sales Associate**
UNIQLO
Enhancing the shopping experience and driving sales. The main responsibility is to provide exceptional customer service by engaging with customers to understand their preferences and offer tailored recommendations, creating a personalized shopping experience. Must possess in-depth knowledge of the brand's history, design, and craftsmanship to articulate the unique qualities of products effectively. By doing so, can influence purchasing decisions and convert customer interest into actual sales. Maintaining a visually appealing sales floor by restocking merchandise and organizing displays to reflect the luxury brand's image. Handling operational tasks like processing transactions, managing returns, and overseeing customer accounts efficiently.

Additionally, assist in creating attractive displays and supporting special events, acting as brand ambassadors to showcase offerings to VIP clients. Maintaining professionalism and a passion for exceptional service helps them build lasting customer relationships and foster brand loyalty. In summary, sales assistants in high-end retail drive sales while creating a luxurious shopping experience through personalized service, product knowledge, and effective store management.
- June 2016 - August
2024
- **Assistant (Self Employed/Family Enterprise)**
Family Enterprise (Small Retail Fruit)
As a co-assistant in a small, family-run fruit enterprise, you will be responsible for various tasks, including warmly greeting customers, sharing knowledge about fruits, assisting with pricing and transactions, and building relationships with

regular customers. Your duties will also involve managing inventory, ensuring cleanliness, and supporting opening and closing procedures. Working collaboratively with family members, you will communicate openly and adapt to changing tasks while sharing a passion for fresh produce and quality service. Additionally, you will focus on the quality of fruits, connect with the local community, manage costs effectively, and assist with marketing efforts. Overall, your enthusiasm and dedication are essential for the success of the family business.

August 2021 -
September 2022

- **Provider Relations Specialist**

Value Care Health Systems Inc. (VALUCARE)

Managing and maintaining a robust network of healthcare providers, including onboarding new providers and ensuring compliance with contractual agreements. Assisting in the negotiation and administration of provider contracts, ensuring alignment with company policies and objectives. Serve as a primary point of contact for healthcare providers, addressing inquiries, resolving issues, and providing exceptional customer service. Maintaining accurate provider data within the company's systems, including contact information, credentialing status, and contract details. Working closely with internal teams, including Claims, Operations, and Legal, to ensure seamless provider relations.

July 2019 - July
2021

- **Medical Records Associate**

HealthCube Medical Clinics

Receive, process, and maintain patient medical records, ensuring accuracy and completeness. Entering patient demographic and clinical data into electronic medical records systems with accuracy and efficiency. Ensuring proper storage and retention of medical records according to legal and regulatory requirements. Conducting regular audits and quality control measures to ensure the accuracy and completeness of medical records. Providing excellent customer service to patients, healthcare providers, and other stakeholders regarding medical record requests and inquiries.

May 2018 - June
2019

- **Medical Transcriptionist**

Bhrillon Inc

Converting audio recordings of medical dictations into accurate and comprehensive written medical reports, ensuring clear communication and efficient documentation within our healthcare system. Accurately transcribe the recordings into written medical reports, using medical terminology and standardized formatting. Reviewing transcribed reports for accuracy, completeness, and clarity. Processing and maintaining medical records, ensuring proper filing and organization. Communicating effectively with physicians and other healthcare professionals to clarify dictations and address any questions or concerns.

SKILLS

- Ensure high levels of customer satisfaction through excellent sales service
- Welcome and Greet customers to the store and answer their queries
- Assess customers needs and provide assistance and information on product features
- Listening to a customer's needs and suggesting appropriate products
- Upselling or encouraging customers to buy other products that may complement their needs
- Promote a company's products or services through excellent customer service.
- Remain knowledgeable on products offered and discuss available options
- Build productive trust relationships with customers
- Team up with co-workers to ensure proper customer service
- Suggest ways to improve sales
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Resolve customer complaints and issues in a timely and professional manner
- Execute purchases and returns at the cash register while checking for accuracy.
- Ability to style mannequins
- Knowledge of current fashion trends
- Ability to quickly learn industry and product knowledge
- Proficiency with POS systems and computer software

- Persuading and negotiating skills
- Strong customer service and communication skills
- Discreet and Professional Demeanor
- Maintain in-stock and presentable condition assigned areas
- Handle returns and exchange of merchandise
- Comply with inventory control procedures
- Customer Relationship Management
- The ability to stand for long periods of time
- Conflict Management and Resolution
- Wrapping, packaging, or bagging purchased product
- Strategic marketing and campaign planning
- Tracks and reports record of sales
- Promote products to meet sales targets.
- Process payments and complete sales transactions
- Emphasize customer service skills
- Knowledgeable about suggestive selling
- Make product descriptions inspiring
- Consultative selling techniques