

Cesar Besas Yap Jr.

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Employment Record

Kiddy Zone – MOQ | Vendome Mall | Doha Festival

Cashier | Merchandiser | Sales Associate

2022 May – 24 August 2024

Job Description – sales associate

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service

Job Description – cashier

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas

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Job Description – Merchandiser

- Monitor stock movement and consider markdowns, promotions, price changes, clear outs
- Maximise customer interest and sales levels by displaying products appropriately
- Getting to know the customer base and understanding their motivation and sales drivers
- Assessing the effectiveness of different product displays and store layouts on sales figures

Toy Kingdom | Chicco | Ollie & Co. | Big & Small Co.

Cashier / Merchandiser / Sales Assistant

2012-2022

Job Description

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- Assess customers' needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries

- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- 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
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

Toy Kingdom

Sales Assistant

2007-2008

Job Description

- Proactively acknowledged, greeted and assisted customers in the store
- Offered customers with exemplary and timely service
- Provided accurate product information
- Served multiple customers, discovered their needs, and made recommendations to generate sales
- Recommended alternative purchase choices
- Enhanced product knowledge utilizing limited resources
- Merchandised, stocked and replenished the selling floor constantly
- Maintained working knowledge of store's policies and procedures
- Organized and cleaned store during downtime
- Handled cash, checks, and credit card transactions
- Managed the register in accordance with POS guidelines
- Addressed loss prevention issues immediately
- Communicate to coworkers and supervisors through standard telephone and wireless audio systems
- Merchandised, restocked and maintained sales floor
- Built and maintained internal and external customer satisfaction
- Met and exceeded sales goals
- Upheld brand and operational standards
- Processed shipments and ensured all merchandise is represented on the floor
- Assisted supervisors to identify and resolve issues in the store

Alsadhan Trading Company

Al- Riyadh Saudi Arabia

Merchandiser

2003-2007

Job description

- Maintains customer relationships by visiting with store managers, department managers, and employees; answering their questions; responding to special requests; describing product features.
- Maintains store shelves by observing displays of company products; removing damaged or freshness-dated products; tidying store shelves; providing optimum display of products.
- Maintains inventory by restocking shelves with product from inventory; observing inventory levels; prompting store management to reorder when levels appear low; arranging for return and credit for damaged products.

- Completes call report by observing display and pricing of competitors' products.
- Helps field sales representatives with special promotions by setting-up displays at aisle ends; checking daily on special promotions; observing customer reaction to special promotions; forwarding observations to management; removing promotions at end of special promotion period.
- Provides information by reporting growth, expansion, or closing of supermarkets in assigned territory.
- Maintains quality results by following and enforcing standards.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances merchandising and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

Educational Attainment

Primary	Rizal Elementary School Graduate - 1992
Secondary	Lakandula High School Graduate - 1997
Tertiary	AMA Computer Learning Center Computer Learning Design and Programming Undergraduate -

Special Skills

- * Knowledgeable in computer such as Microsoft word, Microsoft excel, PowerPoint,
- * knowledgeable in Nav System – POS and Navision Live

Language

Filipino, English, Basic Arabic

Personal data

Birthday:	June 3, 1978
Age :	46 years old
Height:	5' 6" 1/2
Religion:	Roman Catholic
Citizenship:	Filipino
Status:	Married

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Cesar B. Yap. Jr