



CATHERINA L. MORALES

SALES ASSOCIATE



PROFILE

A proactive, a customer focused Sales Expert with over 14 years of successful experience in Retail and has a positive and confident approach. Well-developed skills in forming trusting relationships with customers as well as quickly reacting to their needs. Able to work well both in teams and individual Confidently and works well under pressure.



WORK EXPERIENCE

Alvira Jewelry Doha, Qatar 2021- 2023 Sales Associate

- Providing accurate product information
- Attending multiple customers, discovering their needs and make recommendations to generate sales
- Meet and exceeding sales goals.
- Assisting manager to identify and resolve problems in the store

Godiva Chocolate Luxury- Abuiisa Holding Doha, Qatar 2021 Cashier/ Retail

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases
- Balances cash drawer by counting cash at beginning and end of work shift.

Pari Gallery - Abuissa Holding Doha, Qatar 2019 - 2020 Beauty Advisor

- Demonstrating proper use of makeup and skin care products
- Identify customer needs and recommend cosmetics and skin care products based on their preferences
- Explain to customers how to use products they're interested in buying
- Help clients find products they're looking for in our store

Bebe Fashion Brand - Hamad & Mohamad Al Futtaim Doha, Qatar 2014 - 2019 Sales Associate / Visual Merchandiser / Cashier

- Greeting customers and leading them through their shopping experience and providing accurate product information that suits their needs and desires.
- Introducing promotions and opportunities to customers which lead to achieving targets and established goals.

Vivien Jewelry Doha, Qatar 2009-2014 Sales Associate

- Providing accurate product information
- Assisting manager to identify and resolve problems in the store.
- Attending multiple customers, discovering their needs and make recommendations to generate sales

CONTACT

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SKILLS

- Customer-service
- Up-selling
- Cross selling
- negotiation
- Interpersonal communication
- customer relationships

LANGUAGES

- Filipino : Native
- English : Excellent
- Arabic : Good