




TERRY JOHN V. RAMOS

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PROFESSIONAL EXPERIENCE

COMPANY NAME: **NISSAN PHILIPPINES**
ALA GROUP OF COMPANIES

Designation: SALES ASSOCIATE
MARKETING PROFESSIONAL
Duration: November 23 – August 2025

- Assisted customers in selecting suitable vehicles by assessing their needs, preferences, and budgets, leading to a high rate of customer satisfaction.
- Conducted detailed vehicle demonstrations and test drives, effectively highlighting key features and benefits.
- Negotiated pricing, trade-in values, and financing terms while maintaining profitability and customer trust.
- Achieved or exceeded monthly and quarterly sales targets through effective lead follow-up, upselling, and strong product knowledge.
- Maintained accurate records of sales, customer interactions, and dealership systems using CRM software.
- Built lasting relationships with clients to drive repeat business and referrals.
- Stayed current on product knowledge, industry trends, and competitor offerings to provide expert advice and
- Collaborated with finance and service departments to ensure seamless customer experience from sale to delivery.

CAREER OBJECTIVE

Dedicated and motivated to deliver an excellent customer service that can impact into company's success. I am independent and fast- learner. I am very organized, punctual, and willing to be trained. I am hardworking, flexible and can work under pressure.

EDUCATIONAL BACKGROUND

UNIVERSITY:

STI COLLEGE KALIBO

BATCH 2017-2018

Degree: **BACHELOR OF SCIENCE IN TRAVEL MANAGEMENT**

SKILLS

SALES ORIENTED
PRODUCT MARKETING
MULTI TASKING
NEGOTIATION
TIME MANAGEMENT
DETAIL ORIENTED
GOOD CUSTOMER SERVICE
GOOD COMMUNICATIONS SKILLS

COMPANY NAME: **Huawei Kiosk Philippines**
Designation: Sales Associate
Duration: October 2019 – October 2023

Customer Service

- Greeted visitors and clients, ensuring a professional and welcoming environment.
- Resolved basic client issues or directed them to the appropriate personnel.
- Assisted customers in selecting mobile devices, accessories, and service plans based on their needs and preferences.
- Demonstrated in-depth knowledge of smartphones, tablets, mobile networks, and promotional offers.
- Processed sales transactions accurately using POS systems, including activations, upgrades, and bill payments.
- Met and exceeded daily and monthly sales targets through upselling and cross selling techniques.
- Provided excellent customer service by resolving issues, answering technical questions, and offering product tutorials.
- Maintained up to date knowledge of the latest mobile technology and market trends.
- Handled inventory tasks include restocking shelves, organizing displays, and conducting regular stock checks.
- Ensured a clean, professional, and organized sales environment to enhance the customer experience.
- Participated in regular training sessions to stay informed on new devices and carrier offerings.

PERSONAL DATA

DATE OF BIRTH: September 8,1994

PLACE OF BIRTH: Quezon City Philippines

Gender: Male

Age: 31 years old

CIVIL STATUS: Married