

# RONNEL TORRES

Al gharafa Doha Qatar • +974 3125 9335 • Torresronnel2017@gmail.com  
<http://linkedin.com/in/ronnel-torres>

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## SUMMARY

Accomplished and customer-focused professional with over 13 years of proven success in customer service, sales, and operations within highly competitive industries. Experienced in handling VIP clientele as a Sales Executive in luxury car rentals, providing world-class customer support for Amazon accounts, and managing merchandising operations with precision and efficiency. Holds a Bachelor's degree in Hotel and Restaurant Management and a Certified Bookkeeper with strong expertise in financial transactions, reconciliation, and basic accounting. Skilled in marketing fundamentals and relationship management, consistently driving client satisfaction and business growth. Known for professionalism, adaptability, and a proactive approach to achieving excellence. Holds valid driving licenses in both Qatar and the Philippines, with a strong commitment to continuous learning and organizational success.

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## WORK EXPERIENCE

### Sales Executive / Driver | Queen cars rent a car | Qatar 2021 - PRESENT

- Handled VIP and high-profile client bookings with a focus on discretion, efficiency, and premium service.
- Managed reservations for luxury and high-end vehicles, ensuring timely and accurate processing.
- Built and maintained strong relationships with VIP clients and corporate accounts to secure repeat business.
- Delivered personalized service tailored to client preferences, including custom requests and last-minute changes.
- Coordinated with operations and fleet teams to ensure vehicles were prepared, inspected, and delivered in top condition.
- Promoted premium services, vehicle upgrades, and long-term rental options to maximize sales revenue.
- Ensured compliance with company policies, safety standards, and brand image expectations.
- Maintained detailed client records, booking logs, and payment documentation.
- Represented the company during VIP handovers, corporate meetings, and customer service evaluations.

### Merchandiser | Abuissa holdings | Qatar Mar 2021 - Dec 2022

- Ensure that stores, shelves or websites are stocked with the right types and quantities of products.
- Optimize sales volume and profitability by identifying profitable lines and determination of quantities, setting prices for goods, creating display designs,
- Developing marketing strategies, and establishing discounts or coupons

### Customer Service | Sutherland global services | Philippines 2017-2018

- Support universal contacts and supports customer with the other non -sales needs
  - Providing technical assistance to external customer
  - Responsible to answer the customer inquiries and questions regarding the product and services.
  - Skills of motivations ,team building ,problem solving ,analysing data and excellence communication skills both verbal and written
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## EDUCATION

Technical Education and Skills Development | NCIII Bookkeeping | 2025  
System Plus Computer College | Hotel and Restaurant Management | 2010 - 2012  
Culis High School | Secondary Education | 2007 - 2008

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## ADDITIONAL INFORMATION

- Technical Skills:Customer Service, Public Relations, Teamwork, Time Management, Leadership, Basic Accounting, Excel, Strong communication and negotiation skills, Customer-focused and professional attitude, Sales-driven with a target-oriented mindset.
- Languages: English, Tagalog, Arabic
- Certifications: Professional Driver License, NCIII Bookkeeping, College Certificate, Certified Customer Service,NCII Food and Beverage