



RONNEL TORRES

SALES EXECUTIVE

CONTACT

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PROFESSIONAL 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, managing merchandising operations with precision, and serving customers at Ace Hardware Philippines. Holds a Bachelor's degree in Hotel and Restaurant Management and is 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.

WORK EXPERIENCE

Sales Executive | Queen Cars Rent a Car | Qatar | 2021- Present

- Handled VIP and high-profile client bookings with a focus on discretion, deficiency, 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.

Sales Merchandiser | Abuissa holdings | Qatar | May 2019- May 2020

- 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 Representative| 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

Sales Merchandiser | Family food Center | Qatar | 2015- 2017

- Assist customers in locating products and provide information about promotions or product details.
- Stock shelves, maintain product displays, and ensure correct pricing and labeling,
- Monitor inventory levels and inform supervisors of low stock items.
- Assist in receiving deliveries, checking orders, and managing stock rotation (FIFO method).

Sales Representative | Brills Marketing Corp | Ace Hardware Phil.| 2013- 2014

- Actively market and sell CHAMPS water heater products to retail customers, contractors, and distributors.
- Meet or exceed assigned sales targets on a weekly, monthly, or quarterly basis
- Build and maintain strong relationships with clients, providing excellent customer service.
- Explain product features, safety measures, installation requirements, and benefits in simple terms.
- Conduct in-store or on-site demonstrations for potential customers.
- Identify new sales opportunities, retail outlets, or contractor partnerships.
- Gather competitor and market insights to support marketing strategies.

EDUCATION

Certified NC III Bookkeeping TESDA | Philippines | 2025

NC III Bookkeeping Certified professional with expertise in recording financial transactions, managing accounts payable and receivable, performing bank reconciliations, and preparing basic financial statements. Skilled in using accounting software and ensuring accuracy in financial records, with knowledge of payroll and tax computation. Demonstrates strong attention to detail, organizational skills, and proficiency in maintaining business accounts efficiently..

Currently Study in Fundamentals of Marketing University of the Philippines (UPOU) | 2025

Currently studying Fundamentals of Marketing, gaining knowledge in core marketing principles including market research, customer behavior, product promotion, branding, and sales strategies. Developing skills to support business growth, enhance customer engagement, and apply marketing concepts effectively in practical settings.

Bachelor Degree in Hotel and Restaurant Management System Plus College | Philippines | 2010 - 2012

Bachelors Degree in Hotel and Restaurant Management (HRM) with comprehensive knowledge in hospitality operations, customer service, food and beverage management, and event coordination. Skilled in managing hotel and restaurant functions, ensuring guest satisfaction, maintaining quality standards, and applying business and financial principles to optimize operations.

Secondary Education | Culis National High Schoo Philippines | 2004 - 2008

Completed high school, building strong foundational skills in communication, critical thinking, and discipline that support professional development and workplace readiness.

SKILLS

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| • Customer Service | • Accounting, Excel |
| • Public Relations | • Strong communication |
| • Teamwork, | • Negotiation skills, |
| • Time Management, | • Customer-focused |
| • Leadership, | • Professional attitude, |
| • Basic | • Sales-driven with a target-oriented mindset |
| • Driving | • Quickbooks |

CERTIFICATION | LICENSED

Qatar and Philippines Driving License
Bachelor Degree Certificate
NCIII Certificate
On Job Training Certification
NCII Food and Beverage
Certified Customer Service in Amazon Account

LANGUAGE

English (Fluent)
Arabic (Basic)
Tagalog (Native)