



Ravenal A. Dela Cruz

PROFILE

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Street 983, Zone 68 Villa 101
Duhail, Qatar

Date of Birth : 16, Nov. 1988
Gender : Male
Marital Status : Single
Nationality : Filipino
Language : English/Tagalog

EDUCATION

STI (SYSTEMS TECHNOLOGY INSTITUTE) Year 2006-2009
Diploma in Computer Studies (Major in Programming)
Diploma of Higher Education
13TH Systems technology institute national I.T technology Youth Convention
November 27-28, 2007

ACHIEVEMENT/AWARDS

Recognition of successful Completion of the AL SHAYA GROUP GROW WITH US PROGRAMMED becoming a professional

ADDITIONAL INFORMATION

Qatar Driving license
Authorized Vehicles (CAR)
First Issue: 06-26-2-2022
Validity: 06-25-2027

SUMMARY OF QUALIFICATIONS

- ❖ Excellent in customer service, Merchandising,
- ❖ Cashiering, managing people and Strong
- ❖ Commercial understanding of Retail trends
- ❖ Computer literate (word, excel, Microsoft outlook)

REFERENCE

Ms. Juliever Darapiza
Store Manager Doha festival city Qatar
Apparel Division
Alshaya Group
P.o.Box 2067 Doha, Qatar
Mob:(+974)6630 1930

CAREER OBJECTIVE

To apply my comprehensive experience, skills, and knowledge of customer services in a highly motivated multi-cultural company, where I can gain further exposure and heighten my competencies while contributing significantly to the organization's growth and advancement.

WORK EXPERIENCE

Sales Associate
Mall of Qatar (Qatar)
September 5, 2016 (PRESENT)



Footwear Retail Division
Al Shaya Group
P.O. Box 2067 Doha, Qatar
Telephone No: (+974) 4485-290-64 & 445-290-65

- ❖ Displayed outstanding personal presentation and customer service in a customer-facing role.
- ❖ Processed high volume of customer sales using POS system.
- ❖ Responded to customer complaints, diffusing tension and reporting feedback.
- ❖ Results-driven and committed to delivering outstanding customer service to hit targets.
- ❖ Used open-ended questioning to understand customer needs and recommend appropriate products.
- ❖ Used downtime to clean store floor, rearrange product displays and restock shelves.
- ❖ Resolved customer queries using active listening and problem-solving skills.
- ❖ Consistently hitting sales targets for Product or service by implementing the technique.
- ❖ Achieved and maintained a high average conversion rate.
- ❖ Worked flexibly across multiple customer access points.

Sales Cashier
Al Wahda Mall (Abu Dhabi, UAE)
March 22, 2014 - March 21, 2016



Rising Retail General Trading LLC.

- ❖ Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- ❖ Exceeded goals through effective prioritization and consistent work ethic.
- ❖ Maximized customer engagement and satisfaction by delivering excellent customer service.
- ❖ Operated tills to accurately process cash and credit card transactions.
- ❖ Diffused challenging situations using conflict management techniques.

- ❖ Enhanced working relationships by participating in team-building activities.
- ❖ Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- ❖ Identified issues, analyzed information, and provided solutions to problems.
- ❖ Maintained clean, safe working environments to eliminate accident risks.
- ❖ Engaged with customers to better understand needs and deliver excellent service.
- ❖ Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.

Sales Supervisor

Mirdif City Center (DUBAI, UAE)

August 2010-August 2013



Sportland Group of Company (DUBAI, UAE)

- ❖ Guided teams in product merchandising and inventory management.
- ❖ Supervised work of contracted employees to deliver work on schedule.
- ❖ Optimized team training and staff development.
- ❖ Exceeded goals through effective prioritization and consistent work ethic.
- ❖ Prepared a range of written communications, documents, and reports.
- ❖ Developed ongoing programs using good team communication and collaboration.
- ❖ Customized customer experiences to build brand loyalty.
- ❖ Collaborated with staff to formulate budgets and improve department revenue.
- ❖ Demonstrated consistent hard work and dedication to achieve results and improve operations.
- ❖ Developed team communications and information for meetings.
- ❖ Engaged with customers to better understand needs and deliver excellent service.