**RUTH DE VILLES NATIVIDAD**

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**OBJECTIVE:**

To be able to build a harmonious relationship with an institution that stands for excellence, dynamism, and a proud heritage; an institution that allows for personal and professional growth providing me with a breadth of experience needed to excel in my field of work.

**SUMMARY OF QUALIFICATION:**

* Highly motivated with a strong leadership & have the ability to endure multi tasking.
* Well trained to perform duties in accordance with the establish system & procedures that conforms to requirements of international standards.

**WORK HISTORY :**

**M.H Al Shaya Qatar ( Victoria Secret Mall of Qatar )**

**Store Supervisor**

**06 February to present**

Description of Duties :

* Supervising for leading the staff to deal with customers and all other task.
* Responsible for 2 hours segment as customer saleslead to monitor the sales and give the coaching message to associates in order to increase the sales.
* Updating sales segment every 2 hours as part of KPI and give feedback to the manager with the action plan or goal in order to increase the sales.
* Help to combine the sales with the fellow colleagues in my area and get an effective result to make the sales higher.
* Responsible for stocks availability. preparing report and ensure that all customer needs or queries are well assisted.
* Leading to all zones ( 3 rooms and fitting room ) , bra specialist, stylist, observation ,preparing daily ,weekly/monthly /YTD report and send to Store Manager that help to improve the next goal.
* Preparing marketing feedback and competitor shop on weekly basis.
* Help to do the mandatory inventory and stocks receive in/out the store.
* Ensure that the journey in the store is always focus together with the vital behavior and values to achieve individual/group target given.
* Ensure that calendar of assumption e strictly followed.
* Give feedback about the merchandising if sell down strategy start to ensure that all display are well.

**Al Homaizi** **MTI General Trading Dubai , UAE**

**Assistant Store Manager**

01 July 2010 to 10 July 2016

Description of Duties:

* Manage & motivate staff & ensure staff compliance with all relevant HR disciplinary procedures are followed.
* Handling all customer inquiries/issues, like complaints, suggestions or comments.
* Do spot check in cash counter as per S.O.P to avoid shortages.
* Forecast report on sales, according to company requirements.
* Implement advertising & promotional strategy & activities.
* Manage cash, customer service, stocks, deliveries, exceeds the monthly sales target, maintain report & attend all meetings in accordance of procedures.

**Majid Al Futtaim Group Dubai , UAE**

**Senior Sales Associate / Training In store Merchandiser**

01 April 07 to 30 June 2010

Description of Duties:

* Responsible for supervising the store & the staff such as assigning schedule, preparing attendance for payroll, giving training when needed.
* Monitor all stocks to ensure that the quantities to be order are proper & correct.
* Records all documents including slip in/ out, stock movement report for inventory, & all daily, weekly, & monthly basis report.
* Handling all customer issues, like complaints, suggestions or comments.
* Helping the staff to assist the customer by giving best service in a professional manner & give all details about the product when needed.
* Do spot checks in cash counter as per S.O.P to avoid shortages.
* Merchandise & create new idea on how to display the stuff for customer’s attraction.
* Attend all queries like phone calls, e-mails or news letter /feedback from the office.

**Al Tayer Group Dubai , UAE**

**Cashier**

13 Sept. 2004 to 16 Feb. 2007

Description of Duties:

* Establishing good relationship with prospective & all the customers in their needs.
* Handling & updating everyday cash sales.
* Records an incoming/outgoing document that includes transfer and or shipment.
* Handling attendance for payroll & assigning schedule of staff.
* Monitor & handling everyday handover sheet of all accessories & stuff.
* Assist in the preparation/submission of audited inventory report.
* Attend all queries like telephone call, & e-mail.

**Café Rama Dubai , UAE**

**Supervisor/Cashier**

02 Feb. 2004 to 10 July 2004

Description of Duties:

* Assist the customer & handling everyday cash sale.
* Perform other duties that maybe assigned from time to time.
* Help to prepare the daily sales report like sales and or wastages.

**Spinney’s Dubai LLC**

**Cashier/ Sales Assistant/Senior In charge**

01 Mar. 1997 to 01 Apr. 2003

Description of Duties:

* Received counter payments of all goods purchased by customer.
* Handle & update everyday cash sales.
* Handle customer queries.

**Enchanted Kingdom Theme Park** **(Philippines)**

**Counter Ticketing attendant**

Jan. 1997 to Dec. 1997

Description of Duties:

* Responsible of receiving cash & issuance of ticket to the customer.

**Jollibee Fast Food Corp. (Philippines)**

**Cashier/Service crew/Junior Supervisor**

Oct. 1994 to Dec. 1996

Description of Duties:

* Handle all paper works concerning all daily sales, orders, controlling waste & assigned staff schedule.
* Helping other customer when needed in a fastest way for valued customer.

**EDUCATIONAL BACKGROUND:**

* Bachelor of Science in Nursing

**PERSONAL INFORMATION:**

* Date of Birth : 21 March 1976
* Nationality : Filipino
* Language known : Tagalog (mother tongue)/ English , basic Arabic