

JERALD LASTIMA CATORCE

Customer Service and Sales & Marketing Specialist

➤ COVER LETTER

To:

THE MANAGER / HUMAN RESOURCE

Dear Sir,

Good Day!

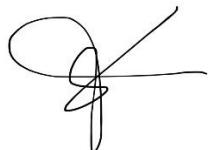
I am pleased to inform you, that I am applying for any job vacancy position in your dynamic team that suits my experience and special skills. I am a young dynamic, competent and goal-oriented individual, seeking for an opportunity in an industry where I can collaborate and offer my expertise for the organizations continuous progress.

Working 9-yrs in the kingdom, I have gained various type of experiences in different industries, as I have started my career at a young age. Coming up to this stage, I am confident that I had gone so far in my career, as I had worked as an Operations Supervisor in a trading company, wherein I oversee the flow of business operations from administrations, accounts, sales and marketing, merchandising and purchasing. It enables me to become a competent person.

With this, I have attached my resume for your kind perusal and further reference on my experiences. I am grateful to inform you that I am willing to come at your office for an interview, anytime at your convenient.

Hoping that you will consider my application, and looking forward for your positive response.

Sincerely,



Jerald Lastima Catorce



PROFILE

My name is Jerald Lastima Catorce, I am 28 years old, envisions to achieve common goal with the company for its progress. Having the special skills for being competent in any field, a good-team player, fast-learner and open for development, are my greatest asset. Can work with less supervision and trustworthy for any responsibilities given. And can work in a fast-paced environment under-pressure.

CONTACT

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MAIL

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WEBSITE

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ADDRESS

**Bu Ashira, Capital Governorate
Kingdom of Bahrain**

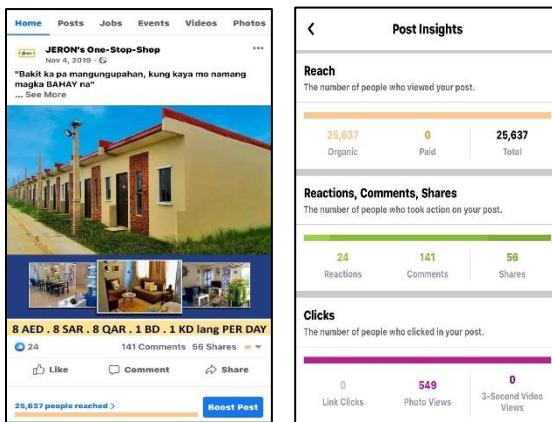
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NOVEMBER2018		DECEMBER2018		JANUARY2019	
ISLANDER TRADING CO. WLL		SALES			
SUMMARY	SALES	TARGET	% VS TARGET	LAST MONTH SALE	% VS LAST MONTH
WEEK 1	2137.079	4700.000	45%	464.706	460%
WEEK 2	1459.875	4700.000	31%	975.503	150%
WEEK 3	1515.735	4700.000	32%	1067.746	142%
WEEK 4	1676.040	4700.000	36%	1168.220	143%
WEEK 5	638.898	1200.000	53%	1291.508	49%

➤ PORTFOLIO 1 SALES AND MARKETING 2018

As new brands being distributed in the market, it shows in the reports that sales are increased in each months wherein under my supervision utilizing my special skills and potential in negotiation. With this, the flow of operations continue to soar high, after the company has been organized, and able to have more clients' e.g. big supermarkets.



➤ PORTFOLIO 2 SOCIAL MEDIA & DIGITAL MARKETING 2019

As I managed our own Facebook page for digital marketing / e-commerce, in posting any campaign from time to time it must be tracked to see the flow of the campaign to know the number of organic or potential clients who viewed the post and above is an example.



➤ PORTFOLIO 3 RETAIL & VISUAL MERCHANDISING 2016

Launching of FA-16 collections of Jordan Nike, as this brand is under the roof of Sun and Sand Sports LLC – Bahrain. Executes the wall display, table and mannequin. Following the basic standard principle in visual merchandising, Attract-Connect-Engage.



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➤ PROFESSIONAL SUMMARY

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.

➤ EXPERIENCE

⊕ CONTACT CENTER AGENT 2019- Present

GULF CUSTOMER EXPERIENCE B.S.C. / Bahrain

Management and resolve customer complaints, identify and escalate issues to supervisors, provide product and service information to customers, research, identify, and resolve customer complaints using applicable software. Recognize, document, alert the management team of trends in customer calls.

⊕ BRANDS SUPERVISOR to OPERATIONS SUPERVISOR 2018- 2019

ISLANDER TRADING COMPANY WLL / Bahrain

Developed and implemented a strategic work process that streamlined the allocation, document control, at once departments. Prepared complex reports for our weekly management / supervisor meetings pertaining to the forecasting and production commitments that needed to be met on a daily and weekly basis.

⊕ SALES ASSOCIAITE to VISUAL MERCHANDISER 2014- 2018

GMG GROUP WLL (Sun and Sand Sports LLC) / Bahrain

Achieve/Exceed personal sales goals and performance metrics while working as a team member to contribute to the overall stores total revenue goals. Support the store management team in the achievement of all financial and operational objectives with regards to expense control and loss prevention standards. Maintain the appearance of the selling floor; restock and merchandise according to standards and company directives. Maintain visual merchandising standards consistent with company brand strategies.

⊕ FOOD ATTENDANT to BUSINESS DEVELOPMENT SUPPORT 2011- 2014

AWAL GROUP WLL (Sheraton Bahrain Hotel) / Bahrain

Manage food inventory and supplies. Order supplies before they run out of stock. Manage cash registers by taking payments and processing credit card payments Perform light bookkeeping duties. Prepare simple business proposals and maintain excellent follow up and report to the Business Development Director on activities related to projects and ensure that appropriate information is exchanged amongst key stakeholders.

⊕ TELESALES MARKET RESEACH 2010- 2011

NORTHERN WORX INC. / Philippines

Contacting potential or existing customers to inform them about a product or service using scripts. Answering questions about products or the company. Asking questions to understand customer requirements and close sales.



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SKILLS & EXPERTISE

Computer Applications

Sales and Marketing

Coordination / Administration

Procurement and Supply Distribution

Retail Sales and Merchandising

E-commerce and Digital Marketing

Food and Beverage Operations

People Management

EDUCATION

BS Nursing

[Capitol University, Philippines](https://www.capitoluniversityph.com)

Hospitality & Restaurant Services

[STI-Maasin, Philippines](https://www.sti-maasin.com)