

Criselda David Villapana

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Objective

A sincere dedicated Sales Associate with a successful background in the delivery of exceptional customer service and the ability to assist high profile customers.

Demonstrate exceptional customer care and boost relationship, building skills and encourages team collaboration in order to achieve excellent levels of customer satisfaction, customer focused and experience in retail, with proven ability to work towards and consistently exceed target. Committed to the delivery of high service standards, with strong customer care skills and the resourcefulness to deliver consistent results.

Core Skills

Customer Service	Complaint Handling	Stock Control	Team Collaboration
Retail Assistance	Customer Engagement	Sales Assistance	Career Summary

Languages

*English *Arabic *Tagalog

Software Knowledge

*POS *Basic MS Office *FMC

Career Summary

Sales Executive

16 May 2023 up to Present

RUNAWAY Trading W.L.L

Cultivate and maintain strong relationships with both new and existing clients. Effectively and close deals, ensuring customer satisfaction. Detail your experience in identifying, qualifying, and converting leads into sales opportunities.

Key Responsibilities

- Quantify achievements by mentioning specific sales targets met or exceeded.
- Demonstrate in-depth understanding of the products or services you've represented.
- Strong verbal and written communication skills, as well as your ability to build rapport with clients.
- Ability to forecast sales trends and prepare accurate sales reports.
- Work closely with other team members and departments to ensure a seamless sales process.

Shop Manager

9 March 2017 – 03 March 2023

Mon Petite Chou Trading

A'Ali Isa town, Bahrain

Key Responsibilities

- Applying excellent customer service skills whilst offering advice and assistance to customers in a professional and efficient manner.
- Working in compliance with high standard company practice.
- Handling payments and refunds on a daily basis.
- Utilising interpersonal and communication skills while providing exceptional customer service and engaging with customer to tailor advice and recommendations.
- Offering friendly and approachable assistance while ensuring that the shop floor remains clean and tidy.
- Gaining teamwork skills by supporting the work of the others and acting as a vocal and engaged team member while positively and confidently responding to assigned tasks.
- Meeting and achieving KPI's, exceeding by remaining motivated.
- Attending and engaging in a team meetings relating targets and slow moving products.

Skin Care Advisor

5 March 2016 - 25 February 2017

Anamta Co. US Brand (Vine Vera & Venofye)

Seef Mall, Manama Bahrain

Key Responsibilities

- Help customer find the products that meet their needs and sell customers as many products as possible.

- Suggesting products, explaining how products work, demonstrating how to use products, performing makeovers and operating the cash register.
- Demonstrate how to clean and care for skin properly and recommend skin care-regimes.
- Determine which products or colours will improve clients skin quality and appearance.
- Build customer relation through follow-up calls and mailings, recruit new customer, order new products and manage inventory.
- Keep records of client needs and preferences and the service provided.
- Stock shelves, clean floors and organize sales areas.

Sales Associate

23 October 2012 – 3 March 2016

Miss Selfridge, M.H Alshaya Trading Co. W.L.L

Bahrain City Center, Manama, Bahrain

Key Responsibilities

- Responding quickly and resourcefully to customer requests or concerns.
- Using suggestive selling techniques to increase sales.
- Giving information to customers about products.
- Operating the till.
- Up selling and making recommendations to customers.
- Serving multiple customers in a short period of time.
- Carrying out re-merchandising, display, price markdowns duties.
- Accurately completing cash register transactions.
- Receiving store deliveries.
- Representing the store in a professional and positive manner.
- Creating and maintaining long-term relationships with regular customers.
- Assisting in all stores administrative tasks.
- Taking care of the customers' needs while following company procedures.
- Executing marketing and visual merchandising initiatives.
- Occasionally opening and closing the store.
- Organising the display of merchandise.
- Assisting customers with choices by providing them with information about products.
- Participating in physical inventory counts.
- Adhering to all store retail policies and procedures.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Criselda David Villapana