

# Melody Verana Capas

Road 3913 Block 939 Manama, Bahrain



capas.melody@gmail.com



+97337311770



[linkedin.com/in/melody-v-capas-b8a21b1b6](https://www.linkedin.com/in/melody-v-capas-b8a21b1b6)



## Summary

Experienced Sales Associate and Promoted as a Visual Merchandiser at Kids Fashion Retail in Alshaya Group Bahrain. Strong Communication Skills and Leadership Skills. Microsoft Word and Microsoft Excel Literate. Self-motivated, Work-dedicated, God-fearing, hardworking individual aspiring to play a dynamic role in defining my potentials according to my knowledge and expertise.

## Experience



### Visual Merchandiser/Sales Associate - Mothercare

#### Alshaya Group

Jul 2013 - Jun 2020 (7 years)

- In charged of Maintaining store standards including stocks/merchandise and visual planning.
- Assess customer's needs and provide information on products Features, Advantage & Benefits.
- Provide quality customer service & assistance at all times.
- Planning for store layout and new arrival items a day before delivery
- Mannequin styling: concept based on the guide given
- Change every display to promote new product launches/campaign to reflect the festive or seasonal themes.
- Occasionally supported different stores if needed
- Keeping update with VM morning checklist: wall display, spotlight, mannequin, accessories, and price
- Planning store layout for sale period with VM Team and Store manager.



### Cashier - Waitrose Bahrain

#### Waitrose & Partners

Jun 2012 - May 2013 (1 year)

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.
- Manage transactions with customers using cash registers.
- Collecting Payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Cross-sell products and introduce new ones.



### Cashier - Jawad Supermarket

#### Jawad Business Group

Jun 2012 - Jun 2012 (1 month)

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.
- Manage transactions with customers using cash registers.

- Collecting Payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Cross-sell products and introduce new ones.



### **Retail Cashier - Trinoma Mall**

Landmark City Super Incorporated

Jun 2010 - Dec 2010 (7 months)

- Greeting customers.
- Collecting Payments from the customers.
- Responsible for Processing cash ,debit ,credit and check transactions.
- Answering customers inquiries
- Accepting Customer Returns
- Counting money in cash drawer

## **Education**



### **Eastern Visayas State University**

Bachelor's degree, Environmental Science

2005 - 2009



### **Northern East Samar Academy**

High School Diploma

2001 - 2005



### **San Policarpo Central Elementary School**

Elementary Graduate, En

Jun 1995 - Mar 2001

## **Skills**

Computer Literacy • Teamwork • Time Management • Leadership • Customer Service • Interpersonal Skills • Adaptation • Communication • Problem Solving • Administration

## **Honors & Awards**



### **Loyalty Award - Alshaya Group**

Jul 2018

Loyalty Certificate for Completing 5 years in the Company.