



JOCAS ALSETTE GAVINA AGUILANA

Manama, Bahrain

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Licensed Driver - Bahrain

Executive Professional with over 11 years of experience in the field of Sales, Administration, Logistics, Technical Support, Marketing and Customer Service.

Experience



Charilaos Apostolides (BAHRAIN) CHAPO AL SAHEL HOTEL AND RESORT PROJECT

Logistics Coordinator / Storekeeper

September 1, 2019 – August 31, 2020

- Prepare a schedule accordingly time to time in coordination with Site Engineers so as to maintain stocks of all the required items/equipment and ensure no delay /obstruction in the workflow process happens.
- Material Inventory (ERP SYSTEM) Asset valuation and stock requirements Reports
- Properly co-ordinate with the site engineers to know the requirement for the week and next in advance and organize the stocks and equipment's accordingly
- Handle Daily Logistics Manpower Allocation on site
- Coordinating with Water Delivery, Sewage Collection, Skip Collections, Diesel Delivery and Consumption on site with Monthly Report
- Strategically Plans and manage logistics, warehouse, transportation, and customer needs.
- Direct, Optimize and coordinate full cycle order.
- Liaise and negotiate with suppliers, manufacturers, retailers, and client
- Keep Track of the quality, quantity, stock levels, delivery times, transport cost and efficiency.
- Arrange Warehouse, catalog goods, plan routes and process shipments
- Resolve any arising problems or company complaints
- Meet cost, productivity, accuracy, and timeliness targets
- Maintain metrics and analyze data to assess performance and implement improvements
- Logistics Weekly work progress report

Azooz Gallery

Sales Manager

Manama, Bahrain

Jan 2018-Aug 2019

- Travel within Sales Territory to meet prospects and customers
- Conduct Call and face-to-face meetings with customers
- Build and maintain relationship with new and repeat customer
- Maintain Records of all sales leads and Customers Accounts
- Educate Customer on how products/services can benefit them financially and professionally

- Sell the company's product and services to customers within given territory
- Monitor the company's industry competitors, new products and market conditions to understand a customer's specific needs.
- Work closely with Marketing Department to help build the brand.

Baby Essentials W.L. L.

Store Manager

Manama, Bahrain

June 2018 – Dec 2018

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures.
- Maintain outstanding store condition and visual merchandising standards.
- Report on buying trends, customer needs, profits etc.
- Propose innovative ideas to increase market share.
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc.)
- Be a shining example of well behavior and high performance.

Internation Innovation Trading Co. W. L. L.

Supervisor / Interior Design Consultant

Manama, Bahrain

Jan2017-May 2018

- Responsible for managing the team's Sales Target goal for each month.
- Manages cost benefit analysis for existing & Potential Customers
- Keep abreast of Promotional Offers and Best Practices
- Analyze Territory market's potential sales and reports
- Reach out to Customers through Cold Calling and Indoor Shop Visits
- Provide and Suggest Interior Design Concept to clients
- Conduct on-site observations and provide recommendations to help streamline ongoing design projects
- Prepare and participate in client presentations
- Select furniture, materials, decor and finishes while keeping within budget
- Research concepts and materials to support design team on technical issues influencing concept development
- Work within timely schedules to coordinate the completion of tasks through to final project completion
- Responsible for sales reports and inventory update

Telstra International Philippines Inc

BROADBAND CASE MANAGER

Manila, Philippines

August 2012 – August 2009

- Manages all NEW TBB Inflight orders across the Telstra Business space
- Liaise with the customer and ensure that there are KEPT INFORMED throughout the episode

- CONFIRM ORDER and CHANGES as they appear, RESOLVE & REMEDIATE any issues with orders
- EDUCATE our customers on the (1st) Invoice to avoid BILL SHOCK
- Ensure that any order placed with Telstra is captured, managed to completion, whilst informing customers of any changes or updates to their order
- Responds to customer enquiries via chat in an efficient and effective manner
- Understands customer demands and provides end-to- end support to resolve customer enquiries employing product knowledge and utilizing appropriate systems & tools
- Works closely and productively with team members and consults, when appropriate, relevant support groups in building customer trust and resolving customer concerns first time right

Skills and Abilities

- Sales Process Improvement
- Sales Management
- Sales Analysis
- Strategic Planning
- Excellent Communication Skills
- Adapt to Change and meet deadlines
- Highly proficient in different computer applications. (MS Word, MS Excel, MS PowerPoint)
- Willing to work under pressure and extended hours

Personal Info

- Bachelor's Degree in Nursing (University Of Perpetual Help-Rizal)
- Filipino
- Single
- 30 May 1985
- 35 years old