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FERDINAND SAGURIT

CUSTOMER SERVICE SPECIALIST SUMMARY

Leading a team of 7 retail sales associates by designing and following up on schedules, providing , SMART tasks and conducting necessary trainings on new or updated processes.
Spearheaded the book signing event of Neil Gaiman on July 10,2005 that increase traffic by 150%and conversions by 350%, over the daily target with a limited period.
Supervise front desk administration to ensure the customers are served efficiently and marketing activities are properly implemented, encourage staff to promote gift cards, up-sell and cross-sell products and services.
Employee of the month on May 2011 for the largest sales deal as well and June 2013 for providing outstanding 89% score compliance on the mystery shopper results.

WORK EXPERIENCE

January 2021 – Present **UNITED ELECTRONICS COMPANY.** Tubli

SALES EXECUTIVE

Cross-Sell and Up-Sell mobile,electronics and accessories.

October 2020 – December 2020 **Instatech Mobile Solutions.** Tubli

BRAND PROMOTER

Promoting Smart Brand Mobile Accessories and Apple products.

September 2016 – September 2020 **ASHRAFS Homeware Department.** Hoor

SENIOR SALES EXECUTIVE

Maintained up-to-date knowledge of customer buying habits.

Provides expert product & service information.

Up-sell and Cross-sell of homeware products to reach daily sales target.

March 2016-Aug 2016 **THE CHILDRENS PLACE/SKECHERS** Saar Mall

SENIOR SALES EXECUTIVE / STORE LEAD

Coordinates with team members to achieved the Top Selling Branch on all GCC branches, we increase traffic by 80% and conversions by 250% , over the monthly target of June 2016.

Listened to customer needs and preferences to provide accurate advised.

Retrieved alternate items and sizes on request.

July 2010– Feb2016 **VIRGIN MEGASTORE** Bahrain City Center

CUSTOMER SERVICE SPECIALIST / PRIMARY CASHIER

Coordinates with the Marketing Department on all marketing related activities, supervise front liner customer service in order to ensure effective and timely handling of customers' inquiries, request, and complaints.

After sales management control refunds, exchanges, repairs, defective items, price changes and coordinating with suppliers and service centers locally and regionally.

Sept 2007– June 2010 **JASHANMAL BOOKSTORE** Bahrain Financial Harbour

STORE SUPERVISOR

Developed a monthly subscription system on magazines and newspapers for offices and coffee shops to increase monthly sales growth to 20%.

Supervising staff in accounting functions, oversees planning supervision and maintenance of stock inventory.

EDUCATION

BS. COMPUTER SCIENCE Technological Institute of the Philippines 1994-2000

SKILLS

Customer Service, Sales, Marketing, Leadership, Teamwork, Supervisory Skills, Inventory Management, Store Management

INTEREST

Pop Culture, L.O.T.R. Jazz, NBA, Who Moved My Cheese? Puerto Galera Beach.