



# FRITZIE DUYAN ESOY

## PERSONAL SUMMARY

A self-motivated individual with a proven track record in successfully performing a retail business as a Sales cum Cashier. Handles a diverse customer base, resolves customer problems and accurately processes a high volume of transactions on a daily basis. Known for a strong work ethic, excellent communication skills, and the ability to deliver a high-quality service.

A team player can work under pressure, carry out duties and responsibilities with minimum supervision, be Keen to detail, be well organized, confident, honest, and flexible when it comes to work timing. Punctual, can easily adapt to change, and with solid computer skills, enjoy working as a part of a team but can work alone.

## CONTACT DETAILS

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Madinath Khalifa North,  
Doha Qatar

## PERSONAL DATA

**DOB:** December 13, 1986

**Sex:** Female

**Passport No.** P8001381B

**Nationality:** Filipino

**Marital Status:** Single

## EDUCATION

**Bachelor of Arts, Major in Economics**

**Saint Vincent de Paul College,  
Philippines**

2003-2007

## SKILLS

- Certified Health & Beauty Advisor
- Flexible and Creative
- Ability to work in a team
- Good Customer Service
- Communicating effectively and willing to delegate time & energy to work given task.

## WORK EXPERIENCE

**TORBA NATURAL PRODUCTS  
HEALTH AND WELLNESS, DOHA QATAR**  
Sales Associate

January 2024- Present

- Greeting and directing customers.
- Providing accurate information (e.g. product features, pricing and after-sales services)
- Answering customer's questions about specific products or services.
- Cross-sell products to customers.
- Ensure racks/shelves are fully stocked.
- Manage returns of merchandise.
- Inform customers about discounts and special offers.
- Provide customer feedback to the Store Manager.
- Handle the cashiering function.
- Serve the customers with products.
- Stay up to date with new products/services.
- Assist with overseeing store operations and ensure that staff are delivering excellent service.
- Liaise between the store and office teams as to requirements.
- Help the team in determining/selecting products for sale.
- Assist in visual merchandising (products display).
- Assist in developing store business/strategic plans and marketing strategies, including roll-out and implementation
- Handle order received online (e.g. Talabat, Snoonu)
- Prepare and submit daily sales report to the accounts.
- Perform sales during events participated in by Torba Natural Products.
- Assist in conducting workshops and talks on Torba Natural Products.
- Help in determining the required staff.
- Help and motivate new staff.
- Help manage store budgets.
- Help ensure that store complies with all necessary regulations.
- Study, conduct research and undergo required training from the General Manager or the CEO to learn and understand the nature and requirements of the business.
- Other tasks may be required from time to time.

**HOLLAND & BARRETT**  
**SPAR RETAIL WLL, DOHA QATAR**  
**Health and Beauty Advisor**  
**Sales Associate Cum**  
February 2022 – December 2023

- Smile and greet customers.
- Approach customers, identify needs and recommend products and services.
- Dealing with complaints.
- Monitor stocks and do monthly inventory.
- Prepare Purchase Order and send to supplier.
- Received deliveries and do goods receiving notes in the system.
- Prepare Stock transfer to another store branch.
- Monitor stock expiration.
- Update information in customer database.
- Answer telephone calls and provide customer service

**NOVO CINEMAS, ELAN QATAR QLL**  
**MALL OF QATAR**  
**Theatre Attendant**  
December 2016– January 2022

- Taking orders and serving food to guests seated in the lounge, auditoriums, and cinemas as required.
- Preparing the tables, laying out napkins and utensils, making sure the condiments are refilled, and all other preparation tasks.
- Staying up to date on current menu options, specialties and menu deviations; sharing in depth menu expertise with guests to promote products and services available within the VIP concept.
- Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives, and following up on customer's requests.
- Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are always kept clean and tidy in alignment with the brand's image and coordination standards.
- Enthusiastically receiving guests in the VIP lounge auditorium, engaging guests in a friendly conversation for a personalized VIP experience.

**BALMAIN**  
**SANKARI INVESTMENT LLC**  
**Dubai United Arab Emirates**  
**Sales Associate Cum Cashier**  
November 2013– July 2016

- Greet the customers entering the organization.
- Handling all the cash transactions of an organization.
- Receiving payment by cash, check, credit cards, vouchers, or automatic debits
- Computing and recording transactions and ensuring 100% accuracy for all registered transactions.
- Maintaining clean and orderly check-out areas
- Counting and recording the float before shop opening begins and upon closing of the shop.
- Cash handling and safe custody of collected cash.
- Checking daily cash count.
- Guiding and solving queries of customers
- Ensuring that the company's customers are well-attended to, assuring their needs are satisfied.
- Ensuring and maintaining adequate stock of printed stationery at the required stock level.
- Making missing reports, re-ordering items, out-of-stock reports, and posting Sold items on a daily basis.
- Receiving deliveries from warehouse and shop to shop then comparing the document with the actual items by size and item details, making transfer out and posting transfer out and transfer receipt in the system
- Monitoring shop inventory, merchandising the shop, and monitoring the prices on the shelves.
- Making daily sales reports, sales per brand, monthly sales reports, and yearly sales reports with comparison versus the previous year.
- Greet customers, help, and serve them to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives, and following up on customer's requests.
- Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times in alignment with the brand's image and coordination standards.

**PRIME ASIA PAWN & JEWELRY SHOP, INC.**  
Cebu City, Philippines  
Branch Appraiser and Cashier  
May 2011 – May 2013

- Responsible for the day-to-day Cash-in and Cash-out, verifying cash sales.
- Handles any phone- and walk-in customer inquiries.
- Transacts remittances like Western Union, G-cash, i-remit, and more, In charge of appraising pawnable items.
- Monthly items inventory, sales report, and ensuring the safety of all the items in the vault.
- Relieves the branch manager and handles appraisal of items being pawned in the absence of the branch manager.

**ROSE PHARMACY**  
Cagayan de Oro Philippines  
Sales Associate Cm Cashier  
May 2008 – May 2011

- Responsible for the customer's inquiry and service the intake and outtake.
- Assist discretion and confidentially with all patient information.
- Follows proper pharmacy and general safety and security procedures and standards.
- Records medicines to the pharmacy store's incoming merchandise, informs the supervisor of the stock needs, and accepts a prescription for filling.

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

**Fritzie Duyan Esoy**