



# ARA POLA GARCIA

## LOCAL STORE MARKETING

### CONTACT

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- Doha - Qatar

### PERSONAL INFO

- Nationality - Philippines
- QID - 29760803785
- Date Of Birth - 26/05/1997

### EDUCATION

- Leading Hospitality Workshop - July 2023.
- Guest Experience Leader (GEL), McDonald's Qatar - June 2023.
- TESDA - Food and Beverage Services NC II 6-month certification course, 2017.
- Bacoor National High School - Cavite, Philippines (2010-2013).

### SKILLS

- Cash Handling & POS Systems
- Customer Service Excellence
- In-Store Promotions & Product Marketing
- Multitasking & Time Management
- Bilingual Communication (English, Tagalog)
- Sales Target Achievement
- Fast Learner & Team Player

### LANGUAGES

- English
- Tagalog

### PROFILE

Dedicated and dynamic professional with a strong background in customer service, sales, cashiering, and marketing. Proven ability to enhance customer experiences, boost brand visibility, and manage transactions with accuracy and efficiency. Experienced in high-volume, fast-paced environments, especially in the hospitality and retail sectors. Seeking to bring strong interpersonal and operational skills to the financial services industry, specifically in money exchange companies in Qatar.

### WORK EXPERIENCE

#### McDonald's-Al Mana Restaurants & Food Co. W.L.L(Doha, Qatar) Junior Guest Experience Leader & Local Store Marketing 2022- PRESENT

- Promoted brand visibility and product awareness inside the restaurant.
- Led in-store marketing campaigns to engage customers.
- Coordinated closely with the team to improve customer satisfaction.
- Maintained a clean, welcoming atmosphere and handled customer concerns.
- Acted as frontline ambassador for promotions, deals, and new offerings.
- Supported cashier operations and daily reconciliations during peak hours.
- Collaborated with management on customer feedback and service improvement.

#### McDonald's Al Sadd Branch, Qatar Cashier / Sales Associate SEP 2022 - NOV 2022

- Processed high-volume cash and card transactions quickly and accurately.
- Assisted in upselling and promoting new products.
- Delivered exceptional customer service under pressure.
- Handled POS system, refunds, and cash reconciliation.
- Service Crew / Local Store Marketing Assistant

#### SM Baliuag Branch, Bulacan, Philippines Sales Associate (Retail) 2019 - SIX MONTHS

- Engaged customers, handled product inquiries, and managed cashier duties.
- Reached sales targets and maintained store cleanliness and order.
- Handled daily reporting and inventory assistance.

#### McDonald's RFC Molino, Bacoor, Cavite, Philippines Service Crew / Local Store Marketing Assistant 2017 - 2018

- Supported local store promotions and customer engagement activities.
- Took customer orders, processed transactions, and handled food service duties.
- Contributed to localized marketing campaigns targeting foot traffic increase.

### DECLARATION

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