



# ISRAELA MARIE PANLAQUE

Retail Department Head/Cashier's  
Supervisor

## Contact Me

+971507541274  
panlaqueella@gmail.com  
Deira, Dubai Dubai, United  
Arab Emirates

## Birth Date

24/Aug/1992

## Other Info

### Skills

Proven Phone  
Etiquette, Extensive knowledge  
of Internet Technology, Well  
knowledge in using JDA E3  
and SAP Portals, RFP, Point of  
Sale Cash Machine, Shopify  
System, Knowledgeable in  
Microsoft  
Office (Word, Excel, Power  
Point, Correl Draw) Emotional  
Intelligence, Critical Thinking  
Skills and Problem  
Solving. Team Work and  
Organizational Skills. Strong

## Summary

I've been working for over 9yrs in retail industry. I was started as Sales Associate in Rustans Supercenter Inc. In my journey i was so lucky that my company had given me a chance to prove them what i am capable of even my working experience is kinda different on what i had been studied of. I was enjoying my journey while working with different kinds of people, i had discovered different types of me in way of speaking, handling various types of complaints, everything. I had given a chance to work in reputed company Robinsons Retail Holding Company i was very lucky to be a part of this company, they molded me as a woman with purpose, they had given me a chance to be one of their trusted leader as well. I enjoyed alot while continuing learnings everything accordingly. And the time had come i was decided to look forward and seek a career growth plan working abroad here in UAE, it is my desire, i want to explore something new and i love to see my self what i am capable of, how strong and independent i am. Now i am looking for a great opportunity here in UAE. Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

## Education

### Surigao State College of Technology

2008 - 2012

BSC-Computer Science

## Experience

### Almadina Hypermarket, United Arab Emirates

March 10, 2023 - September 10, 2023

Cashier/Customer Service

leadership skills.

## Languages

English and Filipino

## Interest

Music, Travelling, Mobile Games, Outsourcing Ideas.

## References

Upon Request



[linkedin.com/in/israela-marie-panlaque-448019289](https://www.linkedin.com/in/israela-marie-panlaque-448019289)

Responsible in transacting the payments of customer and ensuring the accuracy of various payment method process. Answering and giving satisfaction of customer's queries and solving customer complaints.

### **Robinsons Supermarket Corporation**

August, 2020 - March, 2023

Department Head/Licensed Safety Officer 2

Observing, analyzing, and offering suggestions on current operations. Scheduling meetings and trainings sessions with staffs and other stakeholders. Monitoring manpower of it's department. Complying weekly and monthly sales report, Maximizing operational cost and shrinkage. Being a licensed safety officer i make sure the safety standard of it's measure in the work place, provide the safety management in every staff by engaging them into programs that ensure safety practice in the work place

### **Rustan's Supercenter Inc**

August 2018 - August, 2020

Operations Supervisor/Counter Supervisor

Responsible for leading and developing a high performing team of Sales Associates that meet and exceeds set expectations. Accountable for maintaining a strong presence on the sales floor to inspire and lead a good example for the team. Ensuring the standard of customer service personnel, engaging and encouraging them into programs how to be a good example as customer service personnel.

### **Rustan's Supercenter Inc, Philippines**

February, 2017 - August, 2018

Receiving Supervisor/Admin Staff/Data Entry Clerk

Responsible for safe keeping documents and invoices for payable and non payable. Encoding and ensuring accuracy of inventory per department merchandise. Checking the variance comparison thru master data system vs actual on-hand merchandise. Monitoring the deliveries incoming and out going goods. Coordinating to procurement department in order to process the internal supplies via Sap System.

### **WrkwerFit LLC(Medical Uniforms), Du United Arab Emirates**

October 10, 2023 - Up to Present

E-commerce Digital Sales & Operations Officer

Executing the daily operations thru digital and actual operations, Setting the target by reaching above set expectations of the company, Set as an good example employee towards co-employee and members. Answering the inquiries via phone calls, messages and emails. Processing the invoice thru shopify expert system, Managing the social media account of company, Engaging

with potential business to business customers by calling the company, sending email messages.

## Certificates and Trainings

### **Robinsons Retails Holdings Inc**

Basic Occupational Safety and Health  
Licensed Safety Officer 2

### **Rustan Supercenters Inc**

Telephone Courtesy Workshop

### **Rustan Supercenter Inc**

Effective Time Management Workshop

### **Rustan Supercenter Inc**

Understanding Shrinkage Workshop



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