

# ROGIREX NEGRETE

Dubai, UAE | +971 50 793 4462 | rogirex@outlook.com | linkedin.com/in/rogirex-negrete

## PROFESSIONAL SUMMARY

Results driven professional with 10+ years of UAE & GCC retail and customer service experience. Skilled in boosting store revenue, managing fast-paced floors, and handling inventory. Expertise: Visual Merchandising, Upselling, CRM, and POS Operations.

## CORE SKILLS & COMPETENCIES

- Sales & Operations:** Retail Sales, Upselling & Cross-selling, POS Systems, Cash Handling, Visual Merchandising, Store Operations.
- Customer Relations:** Customer Service Excellence, Client Relationship Management (CRM), Dispute Resolution, Account Support.
- Logistics & Supply:** Inventory Management, Stock Control & Replenishment, Price Ticketing, Documentation & Reporting.
- Technical & Soft Skills:** Microsoft Office Suite (Word, Excel, PowerPoint), Technical Troubleshooting, Multi-tasking, Bilingual Fluency.

## PROFESSIONAL EXPERIENCE

### Retail Associate | Home Centre – Landmark Group – Dubai, UAE July 2025 – Present

- Sales & Customer Service:** Deliver personalized assistance and drive store revenue through product recommendations, strategic upselling, and promotional campaigns.
- Operations & POS:** Manage high-volume point-of-sale (POS) systems, accurately processing payments, transactions, returns, and exchanges.
- Merchandising & Inventory:** Maintain high visual merchandising standards and use digital tools to track inventory and coordinate stock replenishment.

### Customer Service Expert (USA Account) | Teleperformance – Philippines July 2024 – March 2025

- Managed a high volume of inbound consumer communications for a major U.S. telecom company, addressing billing inquiries and account updates.
- Executed technical troubleshooting for hardware and connectivity configurations, including DISH cable setups and modems.
- Capitalized on cross-selling opportunities by matching customers to promotional packages and plan upgrades, boosting account revenue.

### Sales Store Associate (Furniture) | Landmark Group Inc. – Qatar Jan 2022 – June 2024

- Operated within a prominent, high-traffic showroom, consulting with clients to design space solutions and drive product sales.
- Managed visual merchandising routines, ensuring stock layout, price ticketing, and floor presentations remained commercially inviting.
- Oversaw physical inventory audits and daily stock checks to ensure data accuracy and reduce shrinkage across home furnishing lines.

### Store Supervisor / Visual Merchandiser | I-Fashion Marketing – Philippines May 2014 – Dec 2021

- Promoted progressively from Fashion Consultant to Display Officer, and ultimately achieved leadership rank of Store Supervisor.
- Directed daily retail operations, supervising floor staff, managing shift schedules, and leading team briefings to achieve sales targets.
- Formulated and executed creative visual merchandising plans, designing high-impact window displays that enhanced foot traffic.

## EDUCATION & CREDENTIALS

**Bachelor of Science in Secondary Education** | Rizal Technological University, Philippines (Graduated 2018)

**Professional Certification:** Nursing Assistant Certification | Qatar (August 2023)

**Languages:** English (Fluent), Tagalog (Native), Arabic (Basic Conversational)