



# ANGELA LORRAINE C. VILLEGAS

Al Falah St. Al Akawi Bldg. Room No. 603 6<sup>th</sup> Floor, Abu Dhabi - UAE

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## Position Desired

Storekeeper  
Stock Inventory  
Office Clerk  
Admin. Assistant  
Receptionist

## Personal Skills

Problem Solving  
Customer Support  
Attention To Details  
Communication skills  
Hardworking  
Dynamic Team Player

## Career Objective

To obtain a progressive and challenging position to the best of my ability with full honesty, sincerity, and dedication in order to exceed full potentials in contributing and achieving the goals of the company where I work.

## Professional Overview

- ❖ Has 3 Years of professional experience in Pharmaceutical related Industry as Stock Assistant, Storekeeper & Inventory Assistant
- ❖ Has 9 years of professional experience in the field of Sales & Customer Services
- ❖ Has the ability to prioritize and meet deadlines. Goal oriented and results focused with Hands-on approach.
- ❖ Process oriented with attention to details
- ❖ Possesses a dynamic, creative, aggressive, ambitious, and determined
- ❖ Patient, responsible, flexible, disciplined with strong work ethics
- ❖ Ability to multi-task and work under pressure, Self-Motivated & Team Player
- ❖ Good in Oral & Verbal Communication, Written & Comprehension Skills

## Work Experience

### MEDICINA PHARMACY

Musaffah, Abu Dhabi, UAE

#### Stock/Store Inventory Assistant

November 1, 2017 – to present

- Oversee inventory and supply chain management according to company guidelines

## Academic Qualifications

### **Bachelor of Science Major in Tourism**

San Sebastian College  
Claro M. Recto, Metro Manila,  
Philippines  
Year 1999 – 2004

## Personal Background

<b>Date of Birth</b>	Nov. 17, 1982
<b>Civil Status</b>	Married
<b>Nationality</b>	Filipino
<b>Visa Status</b>	Residence Visa

## Seminars/Training Attended

Pharmaceutical Guidelines for  
Stocktaking  
*Abu Dhabi, UAE*

Storekeeper & Stock Inventory Skills  
*Dubai, UAE*

Customer Service Skills  
*Dubai, UAE*

Work Ethics & Professionalism  
*Metro Manila, Philippines*

- Perform critical inventory tasks to ensure the correct amount of items are in stock
- Maintain updated and accurate records of inventory, including transfers and cycle counts
- Review documentation and monitor product codes to search for discrepancies; troubleshoot quantity discrepancies between stock and records
- Develop and implement improvements to existing operational procedures in order to maximize efficiency and cut operations costs
- Respond to sales inquiries and purchase orders; collect and analyze data to determine appropriate order quantities; process orders for shipment
- Review operations schedules and production requirements to ensure timely order fulfillment
- Track rates of accuracy, purchase and return as well as defective items to inform quality control decisions
- Prepare, generate, and file financial inventory reports, review reports monthly with management
- Nurture positive relationships with suppliers and provide customer service as needed

### **BOUTIQUE 99 PERFUMES LLC**

*Dubai, UAE*

#### **Sr. Sales In charge**

2014 - 2017

- Enhances sales staff accomplishments and competence by planning delivery of solutions; answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

**PATEROS DIAGNOSTIC TEST CLINIC**

*Metro Manila, Philippines*

**Medical Assistant**

2013-2014

- Answering telephone calls inquiries
- Greet patients
- Updating and filing patients' medical records
- Filing-out Medical Insurance Forms
- Handling Email & Correspondences
- Scheduling appointments
- Arranging clinic admissions & laboratory services
- Handling Billing, Invoices & Receipts

❖ Reference will be furnished upon request.

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

**Angela Lorraine C. Villegas**