

JOSHUA MORALES

CONTACT

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EDUCATION

Bachelor Degree in Computer Technology
UNIVERSITY OF SOUTHEASTERN PHILIPPINES

Davao City, Philippines
Year Graduated: 2006

Certificate in IT Networking
POWER TECHNICAL TRAINING CENTER

Dubai, United Arab Emirates
Year Graduated: 2023

SKILLS

- Ability to stand for long hours at a time and work in a fast-paced environment
- Positive attitude and commitment to customer satisfaction
- Excellent Organizational, interpersonal skills
- Can do multi-tasking job
- Excellent communication skills both in written and verbal

Availability: Can join immediately (FULL TIME)

WORK EXPERIENCE

STORE CLERK – TEAM LEADER
MINDTECH SOLUTION -Dubai, United Arab Emirates
February 2021 – August 14, 2024

Duties & Responsibilities:

Ensuring the store shelves are loaded with goods.
Assisting and providing good customer service and attending the needs of the customer
Comply with standards with regard to company procedures and set-up of product
Report and inspect physical conditions of equipment, maintenance, repair, or replacement as necessary
Participate in daily meetings to deploy strategies of improvement
Ensuring the health and safety protocols and maintaining the cleanliness of the area of responsibility.

STORE SUPERVISOR
SUPER UNIQUE STATIONARY & OFFICE SUPPLIES LLC - Dubai, United Arab Emirates - July 2019 - February 2021

Duties & Responsibilities:

Overseeing salespeople, cashiers, shelf stockers, and other employees.
Managing finances and preparing an annual budget.
Keeping records of expenditure, sales figures, and employee performance.
Evaluating the supply and availability of stocks, and profit-margins.
Implementing measures to avoid stock damages, theft, and wastage.
Monitoring shelves stocks and product displays, and the general appearance of the store.
Addressing customers' requests, comments, and complaints.
Motivating employees to achieve targets.
Training new staff members and scheduling shifts.

COMPUTER TECHNICIAN/ TECHNICAL SALES EXECUTIVE
HOUSE OF CREATIONS TRADING LLC (Premier Computers LLC) Dubai, UAE - August 2008 – June 2019

Duties & Responsibilities

Monitor and maintain well-functioning computer networks, connections and cabling
Setting up hardware and installing and configure software and drivers.
Diagnosing hardware and software faults and solve technical and applications problems
Maintaining and repairing technological equipment. Troubleshoot system failures or bugs and provide solutions to restore functionality
Offer timely technical support and teach users how to utilize computers and equipment's correctly.