



# Roshela Flestado

Retail Sales Operations

📍 Manila, Metro Manila, Philippines

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## Links

[LinkedIn](#)

## Languages

English (Fluent)

Tagalog (Native)

## About

With luxury retail experience at CHANEL and Tiffany & Co., I excel in customer service, sales support, and operational efficiency. Fluent in English and Tagalog, I'm dedicated to enhancing the retail experience and adaptable to various environments.

### BRANDS WORKED WITH

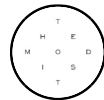


## Experience

### ● General Manager

Spintacular Laundry Hub | Apr 2019 - Now

In-charge of overall operations, formulates strategy to drive business growth, managing people and establishing policies. Control budgets and optimize expenses. Oversee staff recruitment and retention.



### ● Inbound Operations Coordinator

The Modist | Nov 2017 - Jun 2018

- Perform all designers/vendor order confirmations in a timely manner, to the highest level of accuracy, coordinating deposit payments and uploading buy sheets to NAV system (Microsoft Dynamics).
- Document and report on the delivery status of all purchase orders by managing daily correspondence of assigned vendors.
- Facilitate collection of all vendor deliveries, actively monitoring to ensure minimal delays.
- Prioritise deliveries and workload to be in line with department and business strategy.
- Responsible for all stock transfers in NAV and all exit and entry paperwork Studio, Editorial, Marketing and Head Office.
- Weekly visits to our distribution centres to liaise with Operations Teams and resolve product queries across all areas, inbound, quality, storage etc.
- Record and monitor vendor compliance, issuing chargebacks where appropriate, including negotiating late delivery discounts and cancellations.
- Monitor and facilitate the return of faulty items, ensuring the timely return to vendors and receipt of credit note.



### ● Operations Assistant

Tiffany & Co. | May 2016 - Nov 2017

Responsible for administrative and operations support, work effectively with store manager, sales professionals and other team members to help drive the business. Assist store management in sales material ordering, sales tracking, after-sales service, store expenses, inter- locations merchandise transfer, reports related to store operations. Support management to execute and implement strategies & policies.



### ● Commercial Coordinator / Assistant to Director - Fashion Division - Middle East & India

CHANEL | Dec 2008 - Jun 2014

Commercial Coordinator & Assistant to Director | Fashion Division | 2009 Feb – 2014 June

Sales Administrator | Watch & Fine Jewellery Division | 2009 Feb – 2012 Dec

HR Assistant | Dubai Mall Flagship store | 2008 Dec – 2010 Dec



### ● HR Senior Coordinator

ABN AMRO Bank N.V. | Aug 2007 - Nov 2008

- Supports HR Managers for both Outsource & UAE National employees through documentation, coordination and follow-up on a range of HR activities
- Assist employees in joining formalities, visa processing requirements and HR related information.
- Schedules interviews & coordinates with various recruitment agencies both locally and overseas.
- Prepares and issue employment contract and obtain necessary approvals.
- Manages & constantly update HR MIS for accurate headcount.
- Provides feedback to line managers on recruitment progress.
- Prepares employee file, TECOM visa application form and forward documents for visa processing
- Administers World-Check to effectively screen new employees for potential risk relating to money laundering, terrorist financing and other types of risk.
- Prepares and issue various HR letters: confirmation, increment, warning, bonus, termination, transfer, salary certificate and experience letter.

### ● **Executive Secretary / Sales & Distributions Coordinator**

Vice Versa International | Nov 2006 - Jul 2007

Sales & Distributions Coordinator

- Manages generation of quotation, sales agreement, invoice & receipt.
- Data entry in NAVISION system, ensure customer files are complete.
- Coordinate with partner outlets coordinator for training schedule and terminal installation.
- Coordinate with Finance for partner outlets pending invoices/payments.
- Manages online request and ensure card delivery within 24 hours.
- Provides general support to Sales Team

Executive Secretary

- Administers schedule and appointment of Managing Director.
- Send updates and correspondence to Shareholders.
- Manages employee file, visa application and other HR related matters.
- Oversee office appearance and requirements, provides administrative support.

### ● **Sales Administrator**

Humansoft | Nov 2005 - Oct 2006

- Creates sales leads, organizes client's data and contracts.
- Prepares marketing materials for the presentation of BDMS.
- Administers issuance of invoices, track & follow-up payments.
- Order access keys on the portal, create user account, build users training plan.
- Generate weekly, monthly and annual reports.
- Conducts installation of eLearning courses on client's site and perform training to all users.
- Manages inventory of all marketing materials, technical equipment & eLearning cards.
- Attends to after-sales and act as first line of technical support.

## **Education & Training**

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### 2023 - 2024 ● **Philippine Christian University**

Bachelor of Science in Real Estate Management, Real Estate

### 2021 - 2022 ● **Philippine Christian University**

Master of Business Administration, Business Administration

### 1996 - 2000 ● **Manuel L. Quezon University**

Bachelor of Science in Computer Science major in Information System, Computer Science