**Gulfjobseeker.com CV No:** **96276**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**I. PERSONAL DATA**

* DATE OF BIRTH: 02, DCE. 1978
* SEX: Male
* MARITAL STATUS: Married
* NATIONALITY: Ethiopian

**II. EDUCATIONAL BACKGROUND**

* Addis Ababa University BA Degree
* Micro-link Information Technology College
* Kotobe College Of Teachers Education

**III.SKILLS**

* Genuine interest in helping customers
* Excellent communication skills
* The ability to work as part of a team
* Polite, thoughtful and friendly attitude
* Patience and calmness under pressure
* Computer and math’s skills.
* The ability to handle complaints and difficult situations

**III. WORK EXPERIENCE**

**GALAXY MALL** Customer Service Assistant /OCT. 2012 – SEP. 2014/

**Major Duties and Responsibilities**

* Good interpersonal and customer facing skills, able to empathize, and maintain Professionalism, display patience and politeness even within a pressurized environment to provide an efficient and effective service.
* A conscientious, flexible and *‘can do’* working style, a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognizing the importance and benefits of effective team working.
* Good oral communication skills. Ability to communicate with both customers and colleagues effectively at all levels of seniority and liaise.
* Good security awareness and understanding of the vulnerability of stock within a retail environment.
* Confidence to deal with difficult situations and understanding when appropriate to seek guidance from line manager.
* Proven drive and enthusiasm for retail sales and specifically in customer service aspect
* Good team working skills and ability to work with minimal supervision
* Proven desire to update product knowledge and skill set where required

**NEON INTERNATIONAL FASHION: Senior Sales Associate + Cashier / Feb 2009-SEP 2012/**

**Major Duties and Job Responsibilities**

* Greet customers and clients. Provide details of products and equipment and makes recommendations based on customer requirements.
* Provide advice and assistance to customers in the most appropriate format to meet their needs.
* Demonstrating due attention to customer care and a professional approach at all times.
* Updates computerized databases concerning customers, warranties, service requests, prices and other information related to the activities of the unit.
* Assists in preparing promotional materials and displays. Places orders and restocks sales and display areas.
* Assist in the counting of stock for inventory or ordering purposes and in the maintenance of sales, service or storage areas.
* Handles credit card and cash payments and invoices remaining orders using

a computerized billing system.

**FUTURE ACADEMY: TEACHER /Sep 2006 – Jan 2009 /**

**Major Duties and Job Responsibilities**

* Establish and enforce rules for behavior and procedures for maintaining order among the students for whom they are responsible.
* Observe and evaluate students' performance, behavior, social development, and physical health.
* Adapt teaching methods and instructional materials to meet students' varying needs and interests.
* Plan and conduct activities for a balanced program of instruction, demonstration, and work time that provides students with opportunities to observe, question, and investigate.

* Dear HR I am looking forward for your considerate and quick replay according to my experience and interest to be a member of your respected team.