Hanna



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Customer service Executive

**PERSONAL DETAILS**

***UAE, Dubai, Al Barsha 1***

***DOB: 06/12/1990***

***Nationality: Ukrainian***

***Marital status: Single***

**CAREER STATEMENT**

*“I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain an in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them“*

**Personal Summary**

Having 5 years abroad experience in Sales Development, Operations, Fashion Industry, Hotel management, Marketing Research, Implementation of Marketing plans and Team Management. Able to promote a store and its products through effective marketing activities. Able to support and sustain a positive work environment fostering team performance with strong communication and relationship management skills with proven ability to manage multiple assignments under extreme pressure and meeting tight deadline schedules. Presently looking for a retail executive position with a reputable company.

# **Career History**

## Al Yasra Fashion – DKNY – UAE,Dubai

Sales Supervisor 2016 - Present

## Key Responsibilities:

## Enhances 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.

## Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.

## Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.

## Assumes control over the watch and jewelry departments as Acting Manager when needed.

## Maintains quality service by establishing and enforcing organization standards.

## Contributes to team effort by accomplishing related results as needed.

## Azadea - Zara – UAE, Dubai

Senior Sales Assistant 2014 – 2015

## Key Responsibilities:

* Offered customers alternatives and up-selling. Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and the customer service standards.
* Assist customers in their purchase decisions by helping them select relevant and appropriate products, offering proper advice and suggesting gift vouchers when applicable.
* Arrange the replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy all the times .
* Responsible for accurate quotations and invoices for the customers included correct prices, discounts and product numbers.
* Arrange the display received merchandise under the direction of the Merchandiser /Shop Manager; change tag prices of products during promotion periods or as needed.

**PERSONAL SKILLS**

*An eye for detail Excellent communicator Tactful & articulate*

*Problem solving*

*Excellent organizational skills Team player*

**AREAS OF EXPERTISE**

*Client relations Sales support*

*Client retention Customer relations Event organization Supply chain Administration*

*Cold calling*

**LANGUAGES**

*Ukrainian – Mother Tongue*

*Russian – Mother Tongue*

*English – Fluent*

*German – Conversational*

## Kempinski – Kempinski Hotel – UAE, Dubai

Hostess 2013 – 2014

## Key Responsibilities:

* Greet guests and patrons personally and on the telephone
* Offer appropriate seating arrangements
* Present menus and take orders
* Ensure the quantity of menus is sufficient to cater to the number of guests
* Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
* Set up dining rooms and make reservation arrangements
* Maintain clean and organized tables and work area

## Harris Teeter Store – USA, NC, Corolla

Cashier Summer 2010

## Key Responsibilities:

* To collect the money from customers.
* Responsible for opening and closing registers, register management and merchandise returns.
* Take orders, to clean the work area.
* Managing cash and payment systems in accordance with company procedures and policies.

# **Professional skills**

Understanding of and commitment to the implementation of equal opportunities. Knowledge of health and safety issues.



Developing customer service procedures, policies & standards. Extensive knowledge of call logging software.

Experience of Microsoft software like Word, Excel and Power Point. Producing written information for customers and reports for managers.

Making recommendations to senior managers to improving customer service. Able to train, monitor and supervise junior or new staff.

# **Academic Qualification**

## Secondary School #10 - Ukraine, Sumy 1997 - 2008

## Economy University – Ukraine, Kiev 2008 – 2012

## Management of Foreign Activities