**Professional Summary**

* A responsible sales assistant, who is passionate about providing the clients with the best service to insure their desires are met. Communicates exceptionally well with the customers as well as colleagues and builds rapport with the clients providing long lasting relationship between company and customers.
* An outstanding- team leader, who leads the whole team towards satisfying buyers’ needs. Supports the team members through training and development programs to make sure that clients receive high quality service.

**Languages**

* **English (Fluent), Russian (Fluent), Japanese (Fluent), Turkish (Intermediate), Uzbek (Native).**

**Skills**

* Leadership skills
* Excellent communication skills
* Very good presentation skills
* Teaching, tutoring and counseling
* Computer proficient
* Outstanding social skills
* Organized
* Human Resource Management
* Rapport building skills
* Flexible
* Client account skills
* Consistently meet goals
* Conflict resolution
* Customer service oriented

**Work History**

**Senior Sales Assistant**

**“Snob’s Platinum”, Tashkent, Uzbekistan** 06/2014 to 10/2015

* Was honest and sincere in communication. Greeted the customer with a warm smile and show them professional assist. Approached potential customers with the aim of winning new business, as well as maintaining good relationship with them. Presented the product or service in a structured professional way face to face. Took the initiative all the time as needed. Performed accurate, rapid cost calculations and providing the customers with quotations. Feeding future buying trends back to employers. Organized team meetings and shared best practice with colleagues. Led a team of 12 people.

**Sales assistant**

**UNIQLO-Japan** 06/2012 to 05/2014

* Greeted the customers entering the shop with smile. Took active part in controlling and managing stocks. Proactively spotted the customer needs and acted accordingly to satisfy them. Worked with the team efficiently in stocking the shelves with clothes. Balanced the cash registers with paper receipts. Reported about customer complaints and dealt with them effectively. Built strong emotional relationship with customers. Effectively used different languages to communicate and explain the features of products being sold thus showing the value for them.

**Team leader in Hikari Hall Restaurant**

**SUGINOI Hotel-Japan** 07/2011 to 05/2012

* Served clients in a fast paced environment. Presented Menus and answered all questions regarding the items in the Menu. Took necessary actions to tackle any complaints. Prepared the list of overall meal costs with sales tax. Cooperated successfully with cooking department to produce positive outcome by impressing customers with quality of food and service. Communicated with clients in several languages. Trained new employees to insure they adapted quickly and smoothly to the work environment.

**Writing Tutor at Writing Center**

**Ritsumeikan Asia Pacific University-Japan** 10/2010 to 06/2011

* Assisted university students format, write and find references for their academic essays, final reports, written projects, and graduation thesis. Organized and conducted presentations and workshops for students and tutors. Helped Japanese students with their final essays in advanced English courses. Participated in regular training sessions for tutors.

**English Language Instructor**

Andijan Development Center –Andijan city, Uzbekistan 09/2009 to 07/2010

* Prepared schedules for teachers. Wrote report on student attendance and evaluation to senior management. Conducted conversational and grammar classes for students from Elementary to Advanced level.

**Education**

**BBA: Finance and Accounting**

 **Ritsumeikan Asia Pacific University-Beppu city, Japan** 2014

* Recipient of 80% Tuition Reduction **scholarship**. Recipient of Nikaido **scholarship**. Recipient of APU Club Staff and Faculty **scholarship**. Member of Football club inside the University. A participant of Business Case competition. Mostly concentrated on Accounting and Finance related subjects and excelled in them.

**BBA: Management**

**Andijan Institute of Engineering and Economics-Andijan city, Uzbekistan** 2009

* **Top 5%** of class in the duration of studies. Made a lot a huge effort to study Management related courses and get outstanding marks. A recipient of **Government Grant** which covered all tuition and living expenses for four years of studies due to the highest grades on entrance exams. Cofounder and facilitator of English Debate club.
* IELTS score with the band **score of 7.5**
* Certificate of Gratitude for Active Participation in the Humanitarian Activities of Red Crescent Society as a volunteer
* Academic Writing Certificate by Mark Pedrin

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