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**Objective**

To secure a position with a company where I can utilize my acquired skills and knowledge

**Highlights**

* Excellent communication skills
* Strong lead development abilities
* Proficient in MS Office
* Customer- and service-oriented
* Conflict resolution skills
* Reliable and punctual

**Experience**

**House of Fraser UAE**

**Sales Associate 02/2015-Present**

* Welcome customers and ask them how they can be helped
* Establish a rapport with the customer to gather more information about his/her requirement
* Suggest pieces that match the client’s personality
* Respond to customers’ requests and concerns in a resourceful manner
* Handle cashier duties efficiently and competently
* Implement punctual after sales service
* Create sophisticated fashion ensembles by combining coordinates that complement each other
* Maintain the cleanliness and orderliness of the shelves and display area
* Manage the stockroom in an organized manner

**Family Food Centre Hypermarket**

**Supervisor – Master Database Clean-up Project 04/2013 to 03/2014**

* Developed and created a new product category structure in the master database which replaced the current format and was utilized in all outlets
* Studied and categorized the company’s existing internal product codes based on the new structure
* Collaborated with the IT Department in rectifying and improving the company database

**Area Supervisor – Non-Food Department 01/2012 to 03/2013**

* Conducted staff meetings with sales personnel to introduce new merchandise
* Directed and supervised employees engaged in sales and inventory-taking
* Trained staff to deliver outstanding customer service
* Addressed and corrected sales staff communication issues in a tactful and effective manner
* Maintained visually appealing and effective displays for the respective department
* Collaborated with the staff to keep the showroom clean and maintained neat, orderly product displays
* Established and maintained proper high traffic displays, resulting in increased sales
* Oversaw floor replenishment to guarantee product availability and promote customer satisfaction
* Modified displays to make the store experience interactive and engaging
* Placed special orders and called other stores to find desired items
* Scrutinized floor stock and processed purchase orders to ensure product availability at all times
* Organized and located inventory and updated store stock reports
* Negotiated with the suppliers to successfully close trade deals
* Selected merchandise based on the most favorable price and quality
* Processed stock transfer requests to replenish merchandise
* Explained information about the quality, value and style of products to influence customer buying decisions
* Helped customers select products that best fit their personal needs

**Supervisor – Customer Service 04/2011 to 11/2011**

* Maintained knowledge of current promotions, policies regarding payment and exchanges and security practices
* Recommended merchandise based on customer needs
* Answered customers’ questions and addressed problems and complaints in person and via phone
* Informed customers about all product lines and services offered by the company
* Offered exceptional customer service to differentiate and promote the company brand
* Balanced the needs of multiple customers simultaneously in a fast-paced retail environment
* Collaborated with the customer service team members to give exceptional service throughout the entire shopping and purchasing experience
* Communicated merchandise needs and issues to appropriate supervisors in a prompt method
* Offered direction and gave constructive feedback to motivate team members
* Built and maintained effective and harmonious relationship with colleagues

**Assistant Supervisor – Administration Office 09/2006 to 03/2011**

* Coordinated all department functions for an outlet of 185 employees
* Maintained detailed administrative and procedural processes to improve accuracy and efficiency
* Successfully established effective systems for record retention by creating database for daily correspondence tracking
* Developed more efficient filing systems and supplier database protocols
* Assisted with payroll preparation and entered data into cumulative payroll document
* Generated status reports and forwarded the data to the upper management on a daily and monthly basis

**Data Entry Operator – Receiving and Dispatching Unit 07/2005 to 08/2006**

* Verified that information in the computer system was up-to-date and accurate
* Compiled statistical information for special reports
* Created monthly reports for records
* Organized invoice data
* Identified and resolved system and account issues
* Developed and created a more effective filing system to accelerate paperwork processing

SM Shoemart,

Sales Supervisor – Children’s Accessories 04/2001 to 10/2004

Sales Clerk – Children’s Accessories 05/1997 to 03/2001

**Educational Attainment**

**College** University of the East, Caloocan City Branch 1995

CourseBachelor of Science in Business Administration, Major in Marketing