**CURRICULAM VITAE**

**First Name of Application CV No 1622682**

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**CAREER OBJECTIVE:-**To be associated with your esteemed organization that provides me an opportunity to show my skills, with my vast experience and to improve my knowledge with latest trends and to be a part of team that works dynamically towards the growth of the Organization.

**AREA OF INTEREST:**  
To work sincerely and perform my best to achieve the set goals of the organization.  
To utilize my customer service skills in building good relationship with different levels of people.

**EDUCATIONAL QUALIFICATIONS:-**\* Bachelor of Arts (E.P.P)  
\* Master of Arts (English Literature)  
\* Post Graduate Diploma In Business Administration

**TECHNICAL QUALIFICATIONS:-**\* Post Graduate Diploma in Computer Applications from Gemini Electronics & Computer Technologies, Mehdipatnam, Hyderabad.  
\* Knowledge and proficiency in Microsoft Office tools (Word, PowerPoint, Excel) and the Internet with quick and accurate typing skills   
\* Modular Certificate Course in Communicating for Success from Osmania University.  
\* Modular Certificate Course in Personal Effectiveness from Osmania University.

**WORK EXPERIENCE:-**A). Worked as Supermom (Advisor) for M/s.Mahindra Retail MOM & ME, at Tolichowki, Shaikpetnala, from December'2013 to November ’2015.  
Transferred to hitech city branch - Presently Working at M/s.Mahindra Retail Babyoye, at Hitech City, BK Towers, from December'2015 to till date.  
  
**NATURE OF WORK:-**\* Responsible of enhancing consumer experience and meeting store targets, reporting to store manager.  
\* Custodian of consumer experience - responsible for providing consumers with delightful experience, driving delightful experience at the store level along with CRE's.  
\* Managing, handling and resolving customer grievances, queries, concerns and complaints.  
\* Consumer research inside the store  
\* Key role in roll out of all in store programs / activities   
\* Pre Activities : Appointment / Consultation with experts, enrolling customers for the program.  
\* Ensuring smooth flow of in - store programs / activities.  
\* Post Activities : Customer Feedback.  
\* Spearhead consumer research / feedback on specific products & services.  
\* Adherence to stock management process.  
\* Ensure discipline, punctuality and grooming standards are adhered to   
\* Performing additional responsibility given by store management, coaching new recruits in the store during their initial stage of employment.  
\* Attending relevant training & development programs.

B). Worked as Office Incharge for M/s.Able Manufacturers Pvt Ltd., from February'2010 to   
November `2013.

**NATURE OF WORK:-**\* .Excellent phone answering skills and ability to handle multiple calls simultaneously.  
\* Delegation of duties and supervision over the staff members.  
\* Scheduling meetings with clients and business associates.  
\* Ability to solving problems on highly sensitive and confidential matters   
\* Ability to work independently with minimal direction, strong written/verbal communication skills, good grammar, strong organizational skills and attention to detail, ability to prioritize and multitask.  
\* Performs miscellaneous job related to ISO certification audit.  
\* Assisting in staffing and recruitment process and training new employees.  
\* Drafting business letter for the clients, daily, weekly, yearly business reports.  
\* Serving as a liaison among staff members and handling administrative duties in different projects.  
\* Good organizational skills and coordination to maintain good relationship with team members. Scheduling meetings with clients and business associates.  
\* Preparation contract reports and confidential documents, Invoice, Delivery Challan, Waybills.  
\* Surfing the net, delivered fax, emails and correspondence to customers.

C).Worked as Dermo Cosmetic Consultant for M/s.Vichy Laboratories at Health & Glow from April 2001 to June 2005.

**NATURE OF WORK:-**  
\* Excellent knowledge of various types of hair and skin treatment.   
\* Good customer service and ability to suggest tips for treating different skin related problems.   
\* Comprehensive knowledge of advance beauty products and its applying techniques.   
\* Convince client to use the beauty products by giving good demonstration for cosmetic, skin care and hair care.   
\* Supervise and monitor beauty products for skin, hair and makeup products.  
\* Responsible for introducing latest beauty products by offering samples, demonstrating their   
applications as well as to explain the benefits to the client.   
\* Keep track of the beauty products and restock when required.   
\* To attend customer queries and concern in a warm and professional manner.   
\* Arrange for transport and delivery of company product and services to clients.  
\* Achieving targets surpassed targets.

D).Worked as Beauty Advisor for M/s.MKP Perfumes & Fragrances at Shoppers Stop and Lifestyle from Feb 1998 to March'2001.

**NATURE OF WORK:-**\* Responsible to attend customer in making purchase and giving sales service for Beauty products.  
\* As a Beauty Advisor worked for Retail stores Counter of Life Style and Health and Glow & Shoppers Stop.  
\* Preparing Weekly, Monthly Reports.  
\* Achieving Monthly Sales Target.  
\* Reviving achievement on daily and weekly basis and taking necessary action.  
\* Achieving targets including overall value and focus of products.  
\* Execution of promotions.  
\* Indenting.