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| Email: | Nebiyu.281710@2freemail.com  |



 Dubai, UAE

 Nebiyu

Professional Profile

Energetic, ambitious and results-focused individual with a proven track record of contributing to the achievement of business targets and providing a high quality service within challenging commercial environments, Skilled in problem solving and responsive to the needs of customers, colleagues and management. A confident communicator who is able to develop and maintain beneficial relationships at all levels. Works well under pressure using own initiative and instrumental in a successful and productive team. Well organized to handle a variety of tasks and follow through from start to finish. Quick to grasp new ideas and concepts, possesses excellent time management, decision making, customer service, listening and interpersonal skills. A self-starter and willing learner who thrives in challenging working environments. Computer literate.

Objective

I am now looking to secure a challenging and rewarding new role where I can apply the skills, knowledge and expertise I have gained throughout my successful career to date with further opportunities for professional growth.

Career Summary

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| **May 2014 - Present** | **SALES REPRESENTATIVE, Shoe Land LLC, UAE** |

* Working effectively in a team contributing to the efficient operations of the branch of this high profile retail outlet to ensure achievement of company objectives and targets
* Welcoming customers to the store in a polite and friendly manner, assessing their needs through effective questions, and providing appropriate products to ensure satisfaction
* Handling customer queries and resolving complaints and problems in a prompt and satisfactory manner to ensure a high level of customer service and satisfaction
* Meeting sales targets consistently through effective sales of products, increasing value of purchase wherever possible, and up selling ancillary products at every opportunity to maximize customer revenue
* Monitoring stock levels, replenishing products following sales, and advising management out of stock items to ensure availability for customers at all times
* Working with colleagues and management to coordinate effective merchandising of products to generate customer interest and sales leads
* Providing effective assistance and support to management and colleagues in handling daily tasks to ensure efficient management of workload

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| **Apr 2012 - May 2014** | **OFFICE ASSISTANT, Power Services LLC, UAE** |

* Providing effective administrative support to the team and management by carrying out photocopying and scanning, and coordinating filing system to ensure ease of access
* Handling customer queries and issues, sorting, searching and locating documents and transferring messages to relevant staff to ensure efficient office operations at all times

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| **Jan - Dec 2011** | **PURCHASER, Fair Ye Community Development Association, Ethiopia** |

* Working effectively in a team coordinating all purchasing and distribution of items for the beneficiaries of the project and other bodies
* Developing cooperative relationships and liaising with suppliers to ensure timely delivery of items and maximize value, quality and service

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| **Sep 2010 - Aug 2011** | **COORDINATOR, Sodo Dachi Woreda Industry and Urban Development Office** |

* Coordinating the registration of support and follow up for the association in an accurate and timely manner to ensure achievement of company objectives

IT Skills

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| Microsoft Office: Word, Excel; Internet |  |

Education

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| Bachelor Degree in Marketing Management from Addis Ababa University College of Commerce, Ethiopia |  |

Personal Details

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| **Other:** | Aged 26. Nationality: Ethiopian. Civil Status: Single |
| **Languages:** | English, Amharic - fluent; Arabic - basic  |

References are available on request