**Betelhem GirmA Zewde**

**CAREER OBJECTIVE**

To attain the challenging posting in the related filed to work in an organization where I can enhance my skills and contribute to the growth of the origination. I possess pleasing personality with ability to communicate and interact with guest, client & customers, play a big role to my team, superiors and colleagues. To secure a promising position that offers both a challenge and a good opportunity for my professional growth and to contribute well to the betterment of the company that I workfor.

**AREA OF EXPERTISE**

* Reliable trustworthy and excellent understanding of customers care and service
* Extremely organized with high level of attention to detail.
* Able to build good relationship with college and customers.
* Result oriented and willing to accept challenge
* Ability to maintain high levels of accuracy under pressure.
* Ready and able to work individually or within a team environment.

**EDUCATION BACKGROUND**

**Diploma, Nursing**

From National University College (Addis Ababa, Ethiopia)

**CAREER HISTORY**

(2014 – 2016)

**Sales Assistant:**

*Duties and responsibilities:-*

* Responsible for driving sales at highest levels of service and making sure all customers enjoy their visit in our store.
* Selling different kinds of items such as, clothes, perfumes, jewelries, sunglasses, accessories ….etc.
* listening to customer needs
* Briefing, promoting and Recommending Customers to try our new products.
* Ensuring the store is clean, tidy and safe at all time.
* Managing cash and payment, processing return & refunds as required with the company procedures (on the absence of Cashier)
* Making sure that any items which is removed from a display column is replaced immediately after sale.
* Replenishment and re-merchandising stocks on the shop floor according to CV guidelines at all times.
* Maintains knowledge of current sales, promotions, hourly sales, policies regarding payment and exchanges and security practices in order to ensure store policies are adhered to at all times.
* Process deliveries and stock transfer and check if deliveries are correct against supporting documentations and complete discrepancy report as required.
* Make decisions on mark downs when necessary to satisfy customers.
* Maintain and deelop good relationship with customers through personal contact, meetings or telephone.

(2011 –2014) **Sublime Gold and Diamond Shop**

**Sales Assistant:**

***Duties and responsibilities:-***

* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging to every customer, maintaining solid product knowledge and all other aspects of customer service.
* Assist in closing sales & cashiering.
* Maintain an awareness of all promotions and advertisements
* Assist in floor moves, merchandising, display maintenance, and housekeeping
* Assist in processing and replenishing merchandise and monitoring floor stock.
* Aid customers in locating merchandise.
* Communicate customer requests to management.
* Assist in completing price changes within the department.
* Any other tasks as assigned from time to time by any manager.
* Arrange customer feedback sessions.
* Customer retention in terms of engagements

**ADDITIONAL SKILL:**

* Has the ability to encourage and instruct others.
* Can deal with different personality.
* Accustomed to being in position of responsibility.
* Self-motivated and willing to set goals and work to achieve them.
* Can work under pressure, willing to undergo trainings and sharing of experiences.
* High skills in building strong good relationships and working well with other departments.
* Team oriented.

**LANGUAGES**

English - speaking, writing and reading

Amharic - speaking, writing and reading

Arabic - Beginner

**PERSONAL PROFILE**

Nationality : Ethiopian

Date of Birth : December, 1987

Gender : Female

Marital status : Single

Address : Dubai

**Job Seeker First Name / CV No: 1799886**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

