***Ibrohimjon Yakubjonov***

**Date of birth:** 18/10/1992

**Marital status:** Single

Profile:

Financial Accounting and Audit Graduate with 3 years experience in hospitality and 5 years in Customer service. While working in those spheres, learned to be active team worker, communicate professionally with clients, senior managers and colleagues on specific issues, provide administrative support, work under pressure and to be punctual. Have excellent communication skills obtained during work experience which helps to establish effective communication with clients.

Education:

|  |  |  |
| --- | --- | --- |
| BA in Accounting and Audit | Andizhan Agriculture Institute | 2011-2015 |
| Diploma of Academic Lyceum | Academic lyceum under Andizhan Engineering Economical Institute | 2008-2011 |
| School leaving certificate | Specialized Secondary School №35 | 1999-2008 |

Working experience:

# Receptionist

“Afrosiyob” Hotel, July 2013 – June 2016, Andizhan, Uzbekistan

Responsibilities and achievements:

* Welcoming guests and giving information about rooms, price
* Perform general administrative duties including typing and preparation of correspondence
* Dealing with requests that guests make during their stay
* Handle confidential and sensitive information in a discreet manner
* Managing room reservations
* Handling customer complaints in a professional and diplomatic way
* Showing high level of customer service
* Preparing bills and taking payments
* Answering calls and redirect
* Reporting daily guests sum and booked rooms

# Sales Representative

“Fayoz” men’s shop, June 2011 – July 2013, Andizhan, Uzbekistan

Responsibilities and achievements:

* Giving a friendly and welcoming service
* Making appointments to meet new and existing customers
* Giving information on products and prices and taking payment
* Agreeing sales, prices, contracts and payments
* Watching competitors and the products they are offering
* Promoting special offers or store cards
* Giving information on products and prices and taking payment
* Advertising the products and delivering them to customers

# Customer service representative

“Premium Food” LTD, June 2008 – June 2011, Andizhan, Uzbekistan

Responsibilities and achievements:

* Welcoming customers when they come and visiting variety of shops and markets
* Making presentations to promote new products and special deals
* Showing high level of customer service
* Meeting high standards of display and visual merchandising
* Always being friendly, keen and helpful
* Serving, advising and helping customers to find the goods they want
* Checking products pull-date and keeping store full
* Giving information on product if it is asked by customer

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| LANGUAGE / DIALECTIC INFORMATION *(State Proficiency as Elementary/Good/Excellent/Not Applicable)* | | | |
| *Language / Dialect* | *Verbal Proficiency* | *Written Proficiency* | *Reading Proficiency* |
| *English* | *Excellent* | *Excellent* | *Excellent* |
| *Russian* | *Excellent* | *Excellent* | *Excellent* |
| *Turkish* | *Good* | *Good* | *Good* |
| *German* | *Elementary* | *Elementary* | *Elementary* |
| *Uzbek* | *Native* | *Native* | *Native* |

|  |  |
| --- | --- |
| Other Information | |
| Computer skills | Professional user of Microsoft Office programs  Photoshop  Good understanding of programs  Typing speed ≈ 80 wpm |
| Hobbies | Playing football  Chess  Reading books  Swimming  Self-improvement |

**Job Seeker First Name / CV No: 1841442**

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