**CV No 1944648**



***Anna***

*Seeking a position in a reputed company to contribute the growth and development of the company using different skills I earned through my previous work experiences with all humanity and to be a part of the company*

* *Profile*
* *16 years of experience in variance types of organizations.*
* *Excellent Communication, Business Development and Management Skills.*
* *Strategic Planner, Proactive, Team Builder and Team Player.*
* *Having charismatic personality & wide experience in dealing with VIP Clients*
* *Dynamic individual with excellent analytical skill, intelligent, creative, hardworking, very social and entertaining, self-motivated, working under pressures.*
* *Professional using Microsoft office MS Office Microsoft Word, Microsoft Excel, Microsoft PowerPoint*
* *Languages Known : Fluent In English, , Russia and Arabic ( Spoken )*
* High school certificate - June 1990, Tashkent - Uzbekistan
* Diploma - District College of Adult Studies - June 1995*.* Tashkent - Uzbekistan

***Professional Experience:***

***2011 - till present time***

Arranging for the hotels reservations , receiving the tourists at the Airport ,making arrangements for their Tours & Excursions for the visiting tourists ,attending to all tourists inquiries and complaints making sure that tourists are satisfied during their holiday , happy and safe .

***Matalan shop Dubai, UAE \_ 2008-2011***

***Senior Sales Associate***

* Zone Team leader, Enhance marketing strategy by disseminating sales guidelines to subordinates.
* Greets customers immediately upon entering the store with a smile and sincere non business like greeting.
* Creates a positive first impression for the customer through an energetic attitude and adhering to dress code.
* Creates a sparkling clean and organized environment by maintaining store standards and cleanliness.
* Provides customers with current relevant information about the product.
* Provides quality service in the fitting rooms, follows up with customers in a timely manner, maintains cash wrap cleanliness and attempts to add on to the sale.
* Provides efficient service at the cash wrap, offers gift cards, maintains cash wrap cleanliness and captures customer information in the database.
* Represents a positive attitude toward the merchandise, the brand and the company.
* Participates in all inventories

***Airport Duty Free, Bahrain 2005-2008***

***Sales***

* . Provides customers with current relevant information about the product.
* Greets customers immediately upon entering the store with a smile and sincere non business like greeting.
* Provides efficient service at the cash wrap, offers gift cards, maintains cash wrap cleanliness and captures customer information in the database.
* Articulate with excellent negotiating skills and an ability to provide a highly   
  personalized service to customers. Able to make sure that goods are attractively   
  displayed and confident enough to assist unsure customers with product   
  selection.
* ***Blue Moon Coffee Shop. Dubai UAE 2002-2004***
* ***Supervisor***
* Supervisor for the coffee shop. Had to manage the working staff and attend to the customers complaints . Supervise floor staff and monitor the shop condition. Prepare and reconcile daily shift sales report. Arrange for daily cash deposits

***Retail Group of Terranova Moscow Russia1998-2001***

***Sales***

* Provides customers with current relevant information about the product.
* Greets customers immediately upon entering the store with a smile and sincere non business like greeting.
* Articulate with excellent negotiating skills and an ability to provide a highly   
  personalized service to customers. Able to make sure that goods are attractively   
  displayed and confident enough to assist unsure customers with product   
  selection.

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***Mobility Mobile shop. Tashkent - Uzbekistan 1996-1998***

***Sales Lady***

* Attending to customers inquiries and arranged for any specific orders in terms of mobile phone . Follow up on repairs with workshop. Monitor daily sales and issue daily sales report.

***PERSONAL INFORMATION***

Name : Anna Lazarenko

Date of birth : 10-11-1975

Nationality : Uzbekistan

Status : Single

Visa status : Resident

Languages : Russian (native), English (written and spoken), Arabic(Spoken)

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| **Anna Lazarenko – CV No** **1944648**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |