Curriculum Vitae



**Javlon**

**Nationality : Uzbekistan**

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**Profile :**

Professional and organized Retails Sales Consultant with over 6 years experience of experience in Retail Sales, Hospitality and Retail Travel Industry. Highly motivated, target driven and with exceptional multi tasking skills. To join an interactive organization that offers me a constructive workplace for communicating and interacting with customers and people. Now seeking challenging Sales Consultant position in prestigious multinational company in Retail Industry.

**Personal Details**

* Date of birth: 20 August 1985
* Place of birth: Kashkadarya region, Shakhrisabz city, Uzbekistan
* Current address: Al Zarooni building, apt 110, Al Nahda 2 ,Dubai
* Marital status: Married
* Gender: Male
* Visa Status : Transferable Residence Employment visa
* Driving License: Obtained in UAE and have own car

**Educational Background**

**•Tashkent foreign languages High School**. ( September 1993 - June 2000)

•**Tashkent city National Academic Lyceum**. (September 2000 - June 2004)

•**Uzbekistan State World Languages University.**

(Translation and Interpreting faculty) Bachelor’s Degree. ( August 2004 - June 2008)

**Skills**

* Qualified Sales Consultant with experience in various positions and a broad understanding of retail industry and exceeds customer expectations in a consistently fast-paced environment while maintaining quality standard.
* Solid understanding of famous luxury brands and qualities.
* Attended in several trainings and customer loyalty programs.
* Excellent time management skills and ability to multi-tasking and prioritize work.
* Able to successfully manage in-person contact with frustrated, nervous travelers.
* Comprehensive understanding of company policies.
* Efficient computer skills, MS Office, Outlook , Micros, Opera and Fidelio.
* Extensive knowledge of hospitality etiquette, retail sales and airlines.

**Language Skills**

Russian : fluent in writing, reading and speaking

English : fluent in writing, reading and speaking

Turkish : good in reading, and speaking

Arabic : good in conversational basis.

**Work Experience**

## Senior Retail Travel Consultant – Dnata Retail Travel Shop , from March 2015- up to present , Dnata Travel Services , Dubai , UAE

## Recommend alternate classes of travel, routes or carriers, in the case of non availability of requested seats.

## Completes travel arrangements for clients' air, hotel, car rentals, trains, tour, and ground arrangements at the lowest possible price within corporate travel guidelines

## Handle refunds, complicated re-issues, re-calculation of fares based on any changes in the itinerary, and make necessary collections as required

## Read, assimilate and implement all changes Airline Fares, schedules and other relevant procedures, filing if necessary relevant information/material for reference, to deliver a peerless service to clients.

## Stays fully informed on all airline rules and regulations, tariffs, and fare requirements and accurately applies this knowledge to all travel arrangements

## Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa , Far East , Europe and Australasia.

## Ensuring travel brochures & promotional literature are displayed prominently

## Up selling relevant add-ons, like, insurance, excursions and transfers.

## Customer Sales and Service Agent - [Emirates Airline](http://www.bayt.com/en/company/?xid=9125) ,

## November 2012- March 2015 , Emirates Airlines Global Contact Centre , Dubai.

## Ensure the highest standard of customer service is provided to customers of Emirates, provide them with details on Emirates tariff fares and actively issue online tickets.

## Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that the customer request is met in order to provide them with excellent service. Highlight to customers the legal requirements covering their journey such as passport, visa & health requirements .

## Actively enhance Emirates revenue earnings by providing options to customer on all products and services such as Skywards membership, Dubai stopovers, hotel bookings and upgraded fares.

## Actively be involved in suggesting new ideas and providing recommendations on the improvement of the service provided, thereby increasing revenue and ensuring Emirates success as a market leading airline. .

## Provide valid solutions to the customer and provide any additional customer service Maintain knowledge of products, pricing promotions, procedures and other important issues through management communications, meetings and formal training.

**Sales Agent - Service One & Restaurant Reservations,**

**April 2012 – November 2012 , Jumeirah Zabeel Saray Hotel , Dubai , UAE.**

* To serve inquiries and booking calls, to correspond to emails in a timely manner ,
* Have a full and comprehensive knowledge of the Jumeirah group and  be a direct and
* Continual source of information, help and assistance to all guests.
* To Identify and anticipate guest needs and requirements
* To report to duty punctually and in accordance with the issued department duty roster
* Answers all incoming telephone calls using the standard greeting and covering
* Telephone Test Calls Criteria
* Make sure to take all necessary information
* Takes restaurant reservations for all outlets made via phone, email, fax or personal
* Distributes internal correspondence to the relevant departments

**Sales Associate , August 2008 – June 2009 , Dubai Duty Free , Dubai, UAE**

* Ensure that each customer receives high standard customer service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service;
* Maintain an awareness of all promotions and advertisements;
* Giving advice and guidance on product selection to customers;
* Responsible for security within the store and being alert for fraudulent credit cards
* 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;
* Participate in year-end inventory and cycle counts;
* Writing accurate & informative sales reports and documentation
* Attending product knowledge trainings and create presentations