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**Samira
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**Samira.340192@2freemail.com**

Personal Information

Date of Birth : 1st Sep, 1982

Marital Status : Married

Nationality : Morocco

Visa Status : Employment

Languages : Arabic (writing, reading, speaking)

 French (writing, reading, speaking)

 English (writing, reading, speaking)

Key Skills and qualities

* Good interpersonal skills
* Professional attitude – work ethic
* Excellent stamina
* People oriented
* Excellent customer service skills
* Excellent Communication skill face to face
* Creative with display
* Able to multi-task
* Team Player as well as ability to work independently.

Education & Qualifications

* Senior High School Diploma (Morocco)
* Certificate training English language
* Certificate Computer ( Microsoft power point – Excel –Word

Professional Skills

* Excellent customer service and marketing skills.
* Excellent communication / telemarketing / interpersonal skills.
* Excellent Operations / administration skills.
* Excellent customer and public relations.
* Association and negotiation with top level management and customers.
* Established reputation in the market as credible, effective and strong in commitment.

Work Experience:

 **Senior Customer Service Executive**  **October 2012 - Until present**

**Funky Lanes Bowling Center**

**Lals Group Company**

**Arabian Center**

**Dubai, UAE**

**Responsibilities:**

* Handling phone calls, internet and face to face interactions with customers.
* Cashiering**.**
* Organizing and booking party events.
* Managing client adjustments, claims, quotations, and process customer orders.
* Networking with all groups and departments for operation support.
* **Identifying** new opportunities.
* Liaising with customers.
* Supporting sales and development departments.
* Dealing with new adjustments within the department.
* Escalating any complaints.
* Updating database.

## Sales Associate, Intensité Nomade Clothing LLC

**Nouvelle Ville, Marrakesh Morocco 2009 – 2011**

**Objective:**

To seek position in the esteemed organization where my strong marketing & customer service skills and diligence blended with the progressive experience in sales can heighten the productivity. My novel approach and promising attitude can accomplish the goals of the company.

**Responsibilities:**

* Assist customers in selecting merchandise
* Open and close store
* Create displays to promote higher sales of merchandise
* Making sure that any item which is removed from a display column is replaced immediately after a sale.
* Processing returns and refunds as required in line with company procedures.
* Handling customer complaints in a calm manner
* Taking suggestions and reporting to management

**Sales Associate,**

**Come Back Fashion Store 2006 – 2008**

**Swaifiya, Amman, Jordon**

**Objective:**

Contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

**Responsibilities:**

* Serving customers at the sales counter.
* Offering face to face advice to customers on the stores products.
* Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
* Processing returns and refunds as required in line with company procedures.
* Occasionally being responsible for the stores security including being its key holder.
* Using the stock management system to log, check, locate and move stock both in and out of the store.
* Responsible for the daily management of the till in the absence of the senior members.
* Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements.
* Handling customer complaints in a calm manner.

*I hereby certify that all information and data set forth in my application for employment are true, complete and correct.*

**Samira**

 Applicant