



Contact HR Consultant for CV No: 2049924

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Personal Profile I am a determined, disciplined, self-motivated & enthusiastic person with extensive learning and natural leadership skills that are based in my sheer integrity and the ability to communicate and interact effectively with people at all levels. I am currently dedicated to furthering my career within the complements my skills, interest and abilities. I look forward to making a positive impact in your organization.

Skills & Knowledge Dealing with complaints tactfully, calmly, and politely. Handling unexpected situations calmly. Being consistently pleasant and polite. Relating to a wide variety of people. Teamwork and Record-keeping. A strong work ethic. A positive attitude, independence & initiative. Self-presentation.

Work Experience  **Company (2011-2016)**

**Dubai-UAE**

**Senior Sales Associate + Stock Controller**

**Responsibilities (Senior Sales Associate)**

* Welcoming customers.
* Providing excellent customer service.
* Processing transition quickly and efficiently.
* Advising Customer.
* Winning sales to meet target.
* Maintaining eye- catching effective displays within the store.
* Following operating producer.
* Providing customer with an enjoyable shopping experience.
* Dealing with customers, discovering the customers’ needs, explaining and selling the product.
* Make showroom presentable for trading and preparing the sales report.
* Communicating within team on necessary issues.
* House- keeping replenishment, pricing.
* Encourage merchandiser to provide high standard of customer service.
* Generate the best seller, stock level, space management and brand bulletin.

**Responsibilities Warehouse (Knowledge of SAP)**

* Receiving stock from vendor through RDT
* Receiving and generate STO
* Controlling stocks and reduces ageing stocks in the store.
* Checking inventory on daily basis and tallying the count with physical.
* Making and checking checklist for the dept. for smooth operations.
* Following customers requirement and complains.
* Ensure efficient courteous and pleasant service to the customers.
* To ensure display and merchandising of goods in the shop is to the specified standards.
* Ensure the merchandise in the store is replenished promptly ensuring each department has adequate merchandise all the times.
* Handles stock position and inventories.
* Attend trainings and seminar for new product launching and information.
* Ensure my monthly sales target is achieved.

**M.H Alshaya Company (2008-2011)**

**Dubai –UAE**

**NEXT (Fashion and Foot wear)**

**Senior Sales Associate**

**Responsibilities;**

* Welcoming customers and providing excellent customer service.
* Responsible for cash register, processing transition quickly and efficiently.
* Advising Customer and winning sales to meet target.
* Maintaining eye-catching effective displays within the store.
* Following operating producer.
* Maintaining cleanliness of merchandises and all visual standards. Participating in the sales floor replenishment.
* Planning of daily staff activities.
* Delegating staff duties on daily basis and ensuring rotation among duties and tasks.
* Assisting the Department Manager in opening or closing the store.
* Taking pride in our store and maintaining it to a high standard.
* Providing customers with an enjoyable shopping experience.
* Receiving deliveries and outgoing stocks.
* Follow procedures for dealing with specific customer order.
* Ensure that all the sections are neat and clean and all the items correctly priced.
* To maintain Retail standards in all ways for the effective running of the showroom.
* Dealing with customers, discovering the customers’ needs, explaining and selling the product.
* Make showroom presentable for trading and preparing the sales report.
* Communicating within team on necessary issues.
* House- keeping replenishment, pricing, generate the best seller, stock level, space management and brand bulletin.
* Anticipates, reacts responsibly to and provides customers with excellent services.
* Works as an individual and as a team member.
* Provide the highest standards of customer service by demonstrating excellent knowledge of products and services.
* Monitor handling of customer complaints.
* Provide a safe and clean store environment for employees and customers.
* Merchandising as per company standard and according to the planograms.
* Communicate appropriately with customer including proactive greeting and acknowledgement.
* Updating store daily checklist, Updating Executive information system report.
* Housekeeping, replenishment, pricing.
* Coordinating with the brand team, sending weekly feedback report to the brand team, stock taking.
* Staff coverage planning and sale preparation and stock taking.

**Lamarie Group (2006-2008)**

**Dubai -UAE**

**Wedding & Events Organization**

**Sales & Reservation/ Flower Decoration In-charge**

**Responsibilities;**

* Dealing with customer regarding their wedding events with proper designing and presentation.
* Coordinating with designers according to guests requirements.
* Coordinate with the top management regarding the projects finalization about the quotation charged.
* Entertain the guests in the showroom with designed art- works, VDO presentation and sketch.
* Quoting the charges about the required flowering and other relevant expenses.
* Visiting and meeting to the clients as per their given location for

Video presentation and sketch.

* Total guiding in flowerings within the team as per the guest’s requirements.
* In addition, during the meeting time to the guests promoting the wedding garments of “My Dream” newly launched as one of the sister concern companies.

Education: - **Senior Secondary School**

**- Knowledgeable in MS Office, Internet Explorer,Outlook , SAP, MY AEP**

**- Microsoft windows**

***Hobbies****:* ***Making friends, reading, travelling, fishing and Music.***

**Reference**: Available Upon request.