Mehsn

Mehsn.347305@2freemail.com

**PROFILE**

I seek a position in a customer service related environment that utilizes extensive human communication while providing professional and personal development. I possess quality experience in customer sales & service, and have good computer operations skills, accustomed to challenging work environments where team-work, deadlines, professionalism and multi-tasking are requirements, I have a warm outgoing personality with excellent human communication skills in a dynamic multi-cultural environment and ambitious with a self-drive to achieve and a personal commitment to continuous learning.

**EDUCATION BACKGROUND**

2/1997 – 11/2000 Khamis High School (Mombasa, Kenya)

 Kenya Certificate of Secondary Education (O – level)

**VOCATIONAL TRAINING**

MS windows,MS Excel,MS word,MS outlook,PowerPoint ,Citrix and Oracle proficient.

**WORK EXPERIENCE**

Feb/2008 – Feb/2016 - ABU DHABI COMPANY (Dubai, U.A.E)

**Internal System Coordinator.(FEB/2010 - 2016/FEB)**

**Responsibilities**

* Data entry operations
* Record analysis and documentation checks
* Database management

**Merchandiser. (2008/FEB - 2010/JAN)**

**Responsibilities**

* Organizing store merchandise.
* Merchandise pricing, planning and marketing.
* Assembling promotional displays, including point of purchase displays.
* Obtain information about customer needs and preferences.
* Monitor and analyse sales records and consumer purchasing trends..
* On-site training to educate staff on benefits and care of product lines.
* Track and recap key performing items.
* Coordinate delivery and merchandising schedule.

Jan/2005 – Jan/2008 - M.H.ALSHAYA COMPANY(Dubai, U.A.E)

**Senior Sales Associate –DEBENHAMS**

**Responsibilities**

* In-store customer service and product advice
* Promoting sales by providing product information
* Manpower resource allocation.
* Supervised and directed merchandising and shipment processing.
* Monitor sales and till operations.
* Conducted performance reviews for junior staff.

Jan/2003 – Nov/2004 - KIBOKO FASHIONS (Mombasa, Kenya)

**Sales Associate**

**Responsibilities**

* In-store customer service and product advice
* Handling client’s complaints and providing products and service alternatives
* Maintaining stock through follow up of orders, deliveries, stock level reports of stores for maximum impact and sufficiency for all clients.
* Ensure stores hygiene condition is practiced at all times.
* Politely assisted customers in person and via telephone.

**ACHIEVEMENTS**

* Recipient of multiple positive reviews acknowledging dedication to excellent service.
* Developed reputation as an efficient service provider with high levels of accuracy
* Built long-term professional customer relationships

**HOBBIES**

Jogging, Physical fitness, current affairs, cooking, socialising, jogging, photography, travelling, hiking, movies, cooking,