Davirova  
[Davirova.360725@2freemail.com](mailto:Davirova.360725@2freemail.com)

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|  | Visit visa |

**Summary**

An experienced shop assistant who is used to working in a busy retail environment providing great customer service to the very highest standards. A champion of best practice who is organized, customer-focused, and with the required communication skills needed to make every customer feel special. Possessing plenty of practical experience and up-to-date knowledge of fashion retail administration and processes. Now looking to work for a retailer who gives exceptional staff unparalleled opportunities to build their careers and capabilities.

**Highlights**

* Profound understanding of customer psychology aimed at providing individualized customer services
* Track record of using tact when handling irate customers
* Exceptional organizational skills and adaptability
* Savvy with modern technologies
* Flexibility to work in an ever-changing environment
* Excellent body language targeted at providing customers with a positive image of the company
* Exceptional ability to stay attentive when dealing with customers
* Clear communication skills aimed at understanding customers’ needs and providing corresponding services
* Analytic thinking aimed at resolving customers’ issues in a proactive manner
* Able to find conflict resolution without losing self-composure
* Detail-oriented and efficient in providing customer service in adverse situations
* Known for utilizing humor sense during stressful interactions with customers

**Experience**

**ZARA WOMEN**

**Sales executive**Uzbekistan**2015- 2016**

* Meeting and greeting customers on their arrival.
* Being attentive to every customer’s needs.
* Answering telephone calls, conveying messages, and monitoring the flow of e-mails from the store website.
* Ensuring that all customers are welcomed in an appropriate & timely manner.
* Achieving sales targets set by the company and Sales Manager.
* Expand shop penetration by building effective customer relations
* Attending trade shows and exhibitions when required.
* Writing accurate & informative sales reports and documentation
* Excellent selling, communication and negotiation skills

**MASSIMO DUTTI**

**Sales executive**Uzbekistan**2014-2015**

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* Develop strategies to increase market share in same-store sales of client products**.**
* Build strong relationships with existing accounts, providing services when necessary**.**
* Research customer products to enhance knowledge of product markets and competition**.**
* Assist customers in testing products, managing trade shows and promoting sales displays
* Perform sales presentations to client management teams and board of directors.
* Handle high volume phone sales, email inquiries and referrals.
* Handling unexpected problems and challenges within a very limited time frame.
* Developing costumer service policies and standard, feedback or compliance procedure for costumer
* Prepare paperwork to activate and maintain contact service Prepared sales report and organize , developing new business strategies and ideas

**MANGO**

**Sales advisor** Uzbekistan**2011 -2013**

* + - Ensuring high levels of customer satisfaction through excellent sales service
    - Create schedules.
    - Manage administrative functions to efficient operations of the company
    - Ensure performance goals are met and set.
    - Attending and presiding over meetings.
    - Representation of the company to the public and business partners.
    - Planning special events and the official administrative acts.
    - Creating presentations for meetings.

**Education**

**Master of Linguistics** 2010

Samarkand State Institute of Foreign Languages-Uzbekistan, Samarkand

**Language skills**

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Speaking | Reading | Writing |
| *English* | *Advanced* | *Advanced* | *Advanced* |
| *Russian* | *Advanced* | *Advanced* | *Advanced* |
| *Turkish* | *Intermediate* | *Intermediate* | *Intermediate* |
| *Uzbek* | *Native* | *Native* | *Native* |

Available on request