**BEATA**

**Beata.363094@2freemail.com**



***Combining strong customer service, Sales and communications expertise to promptly establish efficiency, resolve problems, and optimize productivity***

A Top notched, Canadian National, assertive and high performing professional with an ability to provide exceptional customer service and ensure that customers leave with a lasting positive impression. Having an outgoing personality, good interpersonal skills and the ability to work in a multi-national team environment with confidence and minimal supervision, utilize exceptional customer service and hospitality skills to maximize the satisfaction of customers and increase repute of employer. Exceptionally driven high achiever with a track record of capturing phenomenal sales growth by formulating and implementing new strategies. Deliver exceptional results by identifying and qualifying potential opportunities / leads and offering customers the right product through customized solutions.

**STRENGTHS**



Customer Focus Performance Management Sales Management Quality Assurance

Mentoring & motivating Process Improvement Effective Communication Strategic Planning

Customer Service Market Intelligence Focused Innovations Change Management

Aviations Analytical & Interpersonal Skills Inspiring People Active listener

**SELECTED ACCOMPLISHMENTS AND SYNOPSIS**



* A result oriented professional with over a decade of experience, including 7 years in UAE, within Aviation, Retail, Luxury goods and cosmetics Industry
* Last worked as Cabin Crew with Emirates Airline, Dubai, UAE
* Well spoken, approachable, with great attention to detail and a professional attitude. Demonstrate knowledge and experience in checking safety and high standards security throughout the cabin
* Thinks “outside the box”; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches
* Cool headed and able to deal calmly and patiently with angry or irritable customers. Ability to remain calm under pressure whilst working in a target driven and pressurized environment
* Successfully handled challenging customers through effective communication and customer service skills, ensured timely follow ups and regular updates
* Share best practices, ideas, approaches, know-how, cross-selling opportunities, and market-knowledge between various market groups across the Company
* Possesses significant leadership experience resulting in better performance and enhanced systems for higher performance within the team. Proficient in managing a small team
* Proficiency in English and Polish gives an edge to handle different cast of people
* Strong interpersonal skills, effective calibration with Management, co workers and clients, with ability to build a positive and cohesive work environment
* Strong account management and relationship building skills, by maintaining a long term relationship with accounts and maximizing sales opportunities within them
* Designed and successfully Implemented Strategic Business Plans and incorporated work plans with objectives & KPIs to support performance management

**OCCUPATIONAL CONTOUR**



**Cabin Crew** **Aug 2006 – Oct 2013**

*Emirates Airline, Dubai UAE*

Challenged to welcome passengers as they board the plane and helped them find their seats. Appeared welcoming happy and warm hearted, even during stressful moments. Ensured the aircraft was clean and prepared for flight with provisions on board for the safety and comfort of the passengers

* Responsible for ensuring checks are carried out thoroughly prior to and after flights
* Checked the safety equipments on a regular basis ensuring they meet required standards
* Dealt with high-net worth individuals in a professional and mature manor
* Being able to cope with working in different time zones and jet lag
* Served meals and drinks to the passengers throughout the flight
* Demonstrated emergency exit procedures before take-off and checked passengers are compliant with safety equipments and emergency procedures
* Confidently worked with cash in different currencies when carrying out hostess duties
* At the end of a journey completed a flight report recording any incidents



**Manager** **May 2002 – Sep 2004**

*Chanel, Calgary, AB, Canada*

Recruited to execute all daily opening and closing procedures. Responded to customer inquiries in a friendly and professional manner and maintain up-to-date knowledge of store policies regarding payments, returns and exchanges

* Responsible for supporting Management team with the achievement of store retail targets, agreeing daily priorities and overseeing day to day activity
* Provided regular detailed reports of customer profiles, product profiles, product movements, product analysis and competition
* Demonstrated methods of application of various products to customers and increased overall sales by recommending additional product
* Led by example inspiring store team to drive sales and deliver the very best levels of customer service on the high street
* Coordinated with Brand Manager for planning and implementation of sales promotions, various promotional activities and stock movements and order confirmation for new seasons
* Managed people resources by selecting, orienting, training qualified candidates. Participated in performance recognition in consultation with other members. Evaluated staff performance in an accurate, consistent, objective and timely manner

**Sales Associate** **Jun 2001 – Oct 2002**

*Focus Clothing, Calgary, AB, Canada*

Provided friendly and efficient service to all customers in all situations, enabling them to have the best shopping experience. Consulted with customers on the latest styles and trends

* Built customer confidence by actively listening to their concerns and giving appropriate feedback
* Engaged the customer by welcoming and acknowledging them courteously and according to their profile, style, and interests
* Worked as a brand “ambassador” and engage customers with the philosophy and culture of the brand
* Generated leads for new sales through telephone and email contact with customers
* Maintained a clean, uncluttered environment for easy shopping while ensuring the merchandise presentation on the selling floor fixtures is maintained during each day
* **Previously held positions**
* **Manager**, *Yves St. Laurent, Calgary, AB, Canada* **Dec** **1998 – Jul 1999**
* **Beauty Advisor / Manager**, *Estee Lauder/Clinique, Calgary, AB, Canada* **Mar** **1997 – Nov 1998**

**EDUCATION AND CREDENTIAL**



* **Masters,** Business Management Pursuing

*Australia ECU University, Dubai, UAE*

* **Bachelors,** *Advanced Business Management & E-Commerce* Pursuing

*Sprott Shaw Community College - Kelowna, BC, Canada*