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| **ELZOD** **Elzod.363114@2freemail.com****Retail Sales Representative** |
| C:\Users\Kalandarov\Desktop\New folder\Pass size photo-1.jpg**Date of birth:**26/07/1989**Nationality:**Uzbekistan**Current Location:**Dubai, UAE**Languages:**English – fluentRussian – fluentTurkish – fluentGerman – intermediateJapanese – intermediateUzbek – native**Skills:**Flexible, sociable, friendly and ability of working under pressure and in a busy environment, well knowledge of MS Office (Word, Excel, Power Point, Outlook)**Hobbies:**Craft making, jogging, drawing, playing a piano**Retail Software Awareness:**SAP, Retail-Pro | **ACHIEVEMENTS*** Winner of The Watch Boutique Special Award for overachieving the targets, being the best salesman and bringing amount of **AED 1,434,500** profit which was number one to the company within 6 months;
* Achieved whole **AED 500,000** amount of yearly Seiko brand target and gained the trip to Hong Kong in 2014 and Istanbul in 2016
* Winner of a Mystery shopper report with **105%** score by performing high class customer service which is a crucial skill that was learnt in the company training “CUSTOMER SERVICE FROM HEART”;
* Have a valid UAE driving license;
* Captain of the basketball and volleyball amateur team at the university for 3 years and won 2 cups
* Ability of multilingual conversation: English, German, Japanese, Turkish and Russian
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| WORK EXPERIENCE**Retail Sales Representative** since 07.05.2013 in**Al Futtaim Watches and Jewellery** (44,000 employees) doing business in almost all sectors of UAE market since 1936 as well as in other GCC countries, Egypt and Pakistan.(Reference upon request: Retail Operations Manager)**Achievements:*** Developed the business by achieving multiple targets such as, individual, store, line etc.;
* Enhanced the profit to the store than the previous year indicators;
* Increased the regular customers’ list from 33 to 58 people by contacting and offering them the best deals frequently.

**Responsibilities:*** Daily counting of stocks which is over 2,000 pieces of watches and tally them up with the quantity in the system;
* Performing customer service from heart to customers and enhance their satisfaction;
* Introducing and promoting products according to a customer’s need using tactical sales technics;
* Always getting the customer feedback after closing the deal.
* Doing admin works with the help of business software such as SAP. Retail Pro etc.
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| **Sales Associate** from 03.08.2010 to 07.07.2012 in**Chrono Luxury Watches Boutique** (more than 500 employees) dealing with luxury watch brands in the capital of Uzbekistan since 1995.(Reference upon Request: Store Manager)Achievements:* Kept on performing as ATV leader in the store;
* Had a great product knowledge about the brand by taking part of the trainings;
* Increased the regular customers’ list from 33 to 58 people by contacting and offering them the best deals frequently.

Responsibilities:* Greeted customers and determined their needs and wants;
* Discussed type, quality and number of products required for purchase;
* Recommended merchandise based on individual requirements;
* Provided advice to customers regarding particular products;
* Explained the use and advantage of product to customers;
* Answered customers’ queries and concerns.
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EDUCATION

**Bachelor's Degree:**

**Tashkent State University of Oriental Studies**

02.10.2007 – 28.05.2011

Major Linguistics

**High School Degree:**

**Shahrisabz Academic Lyceum specialized for computer technologies**

2.09.2004 – 25.05.2007

LIFE PHILOSOPHY

*A great pleasure in life is doing what people say you cannot do*