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| **ELZOD**  [**Elzod.363114@2freemail.com**](mailto: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 – fluent  Russian – fluent  Turkish – fluent  German – intermediate  Japanese – intermediate  Uzbek – 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 |
| 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. |
| **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*