** EDDAH**

[**EDDAH.365305@2freemail.com**](mailto:EDDAH.365305@2freemail.com)

**Summary**

Team Leader with effective leadership skills, strong attention to details, providing an outstanding customer service skills and training to the Team to achieve same goal. I have 3years in Retail Industry and Administration experience to handle customer complaints and solving problematic situations. Aspiring to associate with an organization which offers a congenial environment for growth.

**Skills Achieved**

* Problem solving
* Strong Communication Skills
* General Accounting Skills
* Inventory Handling
* Good customer service
* Leadership skills

**Work Experience**

**Dubai Parks And Resort,Jebe ali Dubai**

**Lego land Dubai**

**OCT 2016-Present**

**Team Leader**

**Duties**

* Provides excellent guest service leading by example to the team
* Schedules, assigns and supervises the activities of retail associates to ensure timely and efficient completion of daily responsibilities
* Responsible for merchandise display, stocking and merchandise requisitions from warehouse to sale area.
* Updating monthly and daily per cap for the store to ensure the team is aware of the target and constantly strives to maximize sales potential.
* Ensuring the Sales Associates are fully trained ongoing basis, about guest service standard selling techniques and product knowledge.
* Ensures store maintenance, safety and security.
* Assist and resolves guest complaints and inquiries.
* Participate in enforcement of department policies and procedure
* Ensures smooth running of the business in the absence of supervisor/Manager.

**Liwa Trading Enterprises, LLC Abu Dhabi**

Nov 2014 – AUGUST 2016

Senior Sales Consultant

Duties

* Communicating with customers, employees and other individual to answer query and explain information
* Being responsible for processing cash and card payments.
* Be involved in stock control and management.
* Ensuring all customers are happy and contented to the extent once they leave the shop.
* Being responsible in assisting the visual merchandiser to merchandise the store such as displaying, doing the over heads and dressing of mannequins.
* Responsible in In- store tasks like replenishing, pricing of items and displaying the product as per brand’s standard
* Receiving and counting of delivered stock as per company policy.
* Demonstrate usage and benefits of our products to customers

**Exposure Interlink Enterprises Nairobi, Kenya**

Jan 2014– October 2014

Administrative Assistant

Duties

* Assisting in the day to day routine such as receiving calls, fax documents and Photocopying
* Meeting and greeting clients and visitors
* Perform general clerical duties i.e. handling and maintaining petty cash
* Maintaining Hard copy and electronic filling.
* Maintain and distribute staff weekly schedule
* Direct clients to the respective offices
* Maintain reception cleanliness.

**Education Experience**

June 2012-June2013

Vision institute of professional Studies Nairobi, Kenya

* Kenya Accounting Technician Certificate Attained (PASS)

Jan2012-March2012

Kenya Institute of Professional Studies

* QuickBooks Attained (DISTICTION)

Jan2005-Nov2009

Thingithu Secondary School

* Kenya Certificate Of Secondary Education Attained (Grade C Plain)

**Applicant certification**

I certify that, all the information attached to these curriculum vitae is true and correct to the best of my knowledge and belief