**DAVIROVA**

**DAVIROVA.365636@2freemail.com**

 

 **SUMMARY**

**A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their needs or find things that they want. Having a professional demeanor and a respectful, business –like manner, I’m a service orientated professional who is very confident when handling enquires, complains, and communications. I believe that skills and abilities I have will aid and support me to achieve my vision and also will help my company to reach its strategic objectives. Really I’m enjoying meeting new people and committed to continually improving customer service practices and norm**

**WORK EXPIREIANCE**

**Al- Faize group international company**

Alexandra interiors

Sales manager, Customer service manager adviser

2012 till present

**Al Faize group international company**

Alexandra interiors

Sales Representative, Customer Service

From 2009 to 2012

**A.R.Beruniy Pre-school Establishment**

Teacher from 1997 to 2008

 **KEY RESPONCIBILITIES**

* Apply same level of service when dealing with external and eternal customer
* Deal with costumer effectively in costumer facing role
* Handling costumer complainants listen, apologies and resolve the issue
* Developing costumer service policies and standard, feedback or compliance procedure for costumer
* Explaining the features and benefits of products and service to customer
* Maximizing sales opportunity by suggestive selling according to customer needs
* Manage account service, follow up for collection payment , analyzing customer transactions,
* Coordinate shipping schedules and delivery of service
* Prepare paperwork to activate and maintain contact service.
* Prepared sales report and organize stokes, developing new business strategies and ideas.
* Managing the complete sales cycle, developing the annual business plan for the furniture department and areas of responsibility
* Controlling the budget and operational cost for the showroom
* Establishing and developing positive working relationships with current clients and potential new costumer
* Building customer relationships and loyalty
* Projecting a professional image face to face , on the phone
* Ability to remain calm when dealing with emotional, difficult or distressed people

**PERSONAL SKILLS**

* Organizational and team building skills
* Organized, systematic, flexible, honest, open mind
* Self motivated and quick leaner, presentation and communication skills
* Self awareness and personal development hard worker can keep confident matter
* Always looking at different ways to improve the service given to costumer
* Knowledge of administrative procedures

 **ACADEMIC QUALIFICATION**

**Secondary technical school diploma**

1997 – 2008

**Karshi infokommunikatsiya** nongovernmental institution

Bachelor degree2009-2012

**Amadeus certificate of attendance**

Basic Functionality course 26/03/2014

**Al Khwarizmi international college**

IBSC Diploma 2016(accredited by the association of business executives –ABE-United Kingdom-Liverpool)

* Customer service and Marketing
* Business communication
* IT for Business
* Time management
* People skills
* Business etiquette
* Self Awareness and personal development
* Business basics and Finance

**LANGUAGES SKILLS**

* Russian (native languages)
* English (excellent)
* Arabic (fluent)
* Uzbek ( native languages )

 **COMPUTER SKILLS**

* Knowledge of hardware and software
* Ms Office (word, excel, power point)
* Search Engine skills
* Social media applications (face book-twitter-LinkedIn)