**SWETA**

E-mail: sweta.366493@2freemail.com

### PERSONAL SUMMARY

* A self-motivated, well-spoken Store In charge with 4 *years of retail experience in Dubai*, *UAE*.
* Understands the importance of *Customer Service* and *product knowledge* for personal and organization’s betterment.
* Having a proven *ability to drive sales* *as well as train the staff* ensuring that team members deliver outstanding customer service at all times.
* Optimistic approach and believe in perfectness.
* Flexible with timings / shifts.

Now looking for a new challenge to deliver my efforts and excel in future.

### AREAS OF EXPERTISE

* Customer service
* Training and motivating staff
* Team relations
* Sales & Stock management
* Store merchandising
* Communication skills

### WORK EXPERIENCE

## ****RIVOLI GROUP, Dubai****

## ****(One of the largest luxury watch retailers in the Middle East)****

## ****SENIOR SALES ASSOCIATE (STORE INCHARGE) November 2012 - Present****

***Responsibilities:***

* Fully accountable for all the operational activities in the store.
* Ensuring customer service is of the highest standards all times.
* Ensuring that all sales targets, operations goals and policies are met.
* Staff and stock handling, monthly stock revision.
* Managing staff work schedules.
* Coordinating and following up with customer care center for after sales service.

***Achievements / Results:***

* Awarded as “RIVOLI SPOTLIGHT*” - employee of the month* for excellent performance and service.
* *Promoted as a shop in charge* after 1 year of joining.
* *Best Retail Team award 2015.*
* Increased sales by up to 12-14% respectively, from the 1st year of opening.
* Elevated the location with the team to *one of the TOP 5 locations****.***
* Rewarded for continuous *100-110% target achievement*.

## ****TAMILNADU PETROPRODUCTS LTD. Delhi, India****

## ****(Indian manufacturing company for detergents and lubricants)****

## ****CUSTOMER SERVICE REPRESENTATIVE June 2010 - Aug 2010****

***Responsibilities:***

* Conducted follow up calls to who have concerns and questions.
* Responded to order changes request from customers, communicated the changes to required personnel and maintenance of customer information file.
* Implemented corrective action for high level of service and customer satisfaction.
* Received enquiries and contact the organization branch to resolve a variety of issues.

### ACADEMIC QUALIFICATIONS

2012: B. Tech (computer science) - MDU University, Rohtak -India.

2008: Senior secondary - CBSE Board, New Delhi-India.

2006: Higher secondary - CBSE Board, New Delhi-India.

### TECHNICAL SKILLS

* Microsoft Word/Excel/Power Point/Outlook, E-mail/Internet.
* Point Of Sales ( POS )

### PERSONAL DETAILS

Date of birth : 2nd Sept 1990

Nationality : Indian

Gender : Female

Marital status : Single

Visa status : Employment visa

Languages known : English, Hindi.

UAE Driving License : valid till 09/06/2024

### DECLERATION

I hereby declare that all the details mentioned above are correct to the best of my knowledge.

**(SWETA)**