**Bakhrom**

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Address: Dubai UAE.

## 

## **OBJECTIVE**

Punctual and responsible candidate with a strong academic background looking to make huge contributions to your company. Experience in retail and customer service, trusted by seniors to take leadership roles and complete tasks professionally. And active participant in all teamwork activities.

**Key Achievements**

* **Excellent Customer Service Training Certificate.**
* **Performance and Top Salesman of the year.**
* **Proficient User and Computer Trainer in all Areas of Computer Software International English Language Testing System ( Ielts)**
* **British Council Certificate given score 6.5**

## **PROFESSIONAL EXPERIENCE**

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* **“ Freshlatir " Operated by AWJ investment LLC.**

**November 2016 - Present**

**Sales Executive**

Duties and Responsibilities

* **Welcome/greet every customer in a friendly manner & demonstrate excellent customer service**
* **Identify customer needs confidently recommend and demonstrate appropriate products & up selling effects.**
* **Receive cash or payment in any authorized modes from customers, issue receipts/bills and provide professional cash point service in a daily basis.**
* **Check stock levels daily and report deleting stocks to manager in order to replenish**
* **Demonstrate and maintain good product knowledge at all times.**
* **Maintain personal grooming standards as per company policy.**
* **Comply with all company policies and procedures including refund and exchange policy, security,**
* **health and safety policies etc.**
* **Always smile and maintain high energy on the floor.**

**“ Oxxo ” Retail Store - Moscow, Russia.**

**July 2015 – August 2016**

**Sales Executive**

* **Serve customers at the sales counter.**
* **Offer face-to- face advice to customers about store products.**
* **Maximize up selling by suggesting more collections and add-ons to customers.**
* **Process return and refund as required in company procedures.**
* **Occasionally be responsible for the stores security including its key holder.**
* **Use the stock management system to log, check, locate and move stock both in and out of the store.**
* **Responsible for the daily management in the absence of the senior members.**
* **Ensure that all areas are clean and adhere to the company’s clear floor policy**
* **Make sure that any item which is removed from display column is replaced immediately after sale.**
* **Handle customer complaints in a calm manner.**

**Education and Qualifications**

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* **August 2014 – June 2015 “ Management Development Institute of Singapore” – Foundation Year**
* **September 2011 - June 2014 "Dustlik Academic Lyceum “ Basic Subjects – English, Math, Geography**
* **September 2002 – May 2011 Primary School Number 49**

**LANGEAGES & KEY SKILLS**

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* **Fluent in English, Russian, Turkish languages**

**KEY SKILLS**

* **Good analytical and problem solving skills**
* **Good communication and customer service skills**
* **Adaptive and ability to learn new things easily**
* **Team player attitude**
* **Creative, polite and considerate**
* **Skills in Microsoft Office Applications (Word, Excel, Power Point)**
* **Great Internet research skills**
* **Good at using gadgets**

**INTERESTS & PERSONAL INFORMATION**

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* **Travelling/Swimming/IQ/ Horse Riding /Reading /Listening to music/Mountain Climbing**
* **PERSONAL DETAILS**

**Nationality:** Uzbek

**Marital Status:** Single

**Date of Birth:** 03.02.1996