**Career Objective:**

An adaptable, conscientious and enthusiastic person who is also hardworking and motivated with a passion for a career in administration. Motivated, confident, keen to learn and with strong attention to detail as well as having excellent inter-personal skills. Possessing a 'can do' attitude and willingness to take on routine but essential tasks and looking to develop their career with a leading company. Now looking for a suitable position that offers lots of opportunity for career development and also makes best use of my existing skills and experience.

**Personal Details:**

 **Name: Hayam**

 **Date Of Birth: 19/04/1986**

 **Nationality: Egypt**

 **Marital Status: Single**

 **Address: Dubai, UAE**

 **Email address:** **hayam.373472@2freemail.com**

**Education:**

**Alexandria University – Egypt**

Bachelor of Commerce 2015

* Certificate in Sales & Customer Service Skills

**Computer Skills:**

* **MS Office 2010:**
* MS Word
* MS Excel
* MS Outlook
* MS PowerPoint
* **Keyboarding Skills (Arabic & English)**

**Business Skills:**

* Excellent customer service.
* Excellent in product and services knowledge (fast learner).
* Excellent in maximizing business opportunities.
* Comply with store security, safety and loss prevention guidelines.
* Excellent in time management.
* Merchandising.

**Personal Skills:**

* Ability to work to tight deadlines and multi-task
* Problem solving.
* Well presented, articulate and a good communicator.
* Excellent telephone manner
* Able to work effectively in a fast busy office and under pressure.
* Good Communication Skills
* Maintaining personal and professional development to meet the changing demands of the job.
* Money handling skills.
* Able to work as part of a team or individually.

**Career History:**

* **Sales Executive June 2016 till date**

**CORNILIANI at AL SALAM STUDIO**

* Actively greeting customers and maintaining a level of conversation during their store visit.
* Taking decisive action to improve the branch performance.
* Dealing with all customer complaints in a professional and courteous manner.
* Sourcing major and unique fashion shows and events.
* Attending and representing the business at trade shows and external events.
* Maintaining superb visual standards within the store.
* Promoting specific lines under the guidance of management.
* Unpacking and checking all new stock deliveries.
* **Sales assistant in Nov. 2014 to Apr. 2015**

**TOMMY HILFIGHER - APPEARL GROUP**

* Ensuring that all customers receive excellent service through direct salesmanship, and prompt and courteous service.
* Assisting customers with questions, needs and purchases.
* Attending weekly sales meetings.
* Cultivating successful relationships with retail customers.
* Leading all social media sales initiatives.
* Cleaning shelves, counters, and tables.
* Greeting each customer that comes into the store in a warm manner.
* Identifying customer requirements
* Watching out for loss prevention through leakage and theft.

**Languages:**

 **Arabic:** Mother Tongue

 **English:** (Speaking, Reading & Writing) – Very Good