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|  |  | **Oybek** |
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| **Name**: | **Oybek** |  |
| **Nationality:** | Uzbekistan |
| **Visa status:** | Visit Visa |
| **Date of Birth:** | **27/01/1987** |  |
| **E-mail:** |  | **Oybek.373983@2freemail.com** |
|  |  |  |  |
| **Marital status:** | Married |



**PROFILE**

* An experienced customer services executive with many years of invaluable experience working in the customer support departments of leading **Uzbekistan** companies. Highly focused with a comprehensive knowledge of how to maintain a professional and courteous relationship with allocated customers.
* Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the company. Presently looking for a **Sales and customer services position** with a reputable company.

**WORK EXPERIENCE**



**Samsung Electronics store and**

**Service center**

**Sales Executive**



**Aug 2015– August 2017**



**Andizhan, Uzbekistan**



**Duties:**

* Listening to customer requirements and presenting appropriately to make a sale;
* Maintaining and developing relationships with existing customers in person, via telephone calls, emails;
* Demonstrating excellent product knowledge to customers on key promotions and offers;
* Handling with VIP customers giving them excellent quality service;
* Merchandise according brand guidelines;
* Handling customer complaints in a calm manner;
* Paying attention to customer’s database etc;



**Diesel Shop**

**Tashkent, Uzbekistan**



**Duties:**

**Sales Assistant**

**March 2013– July 2015**



* Welcome and greet every customer in a warm and friendly manner & demonstrate excellent customer service at all;
* Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products.
* Receive cash or payment in any authorized modes from customers, issue receipts/ bills against their purchase and provide professional cash point service.
* Handle customer complaints professionally and efficiently, in line with the company after sales.
* Demonstrate and maintain product knowledge, fashion trends, in store promotions at all times.

**LANGUAGE AND KEY SKILLS, COMPETENCIES**

 **ENGLISH – FLUENT** **TURKISH - FLUENT**

 **RUSSIAN – FLUENT** **UZBEK – NATIVE**

* Having an awareness of teamwork
* Experience of working with customers from different cultures & backgrounds.
* The ability to flourish in a competitive environment
* Good command of languages spoken, approachable, with great attention to detail & a professional attitude.
* Excellent knowledge of Microsoft Office and video/photo editing and design

**EDUCATION**

**09.2010 – 06.2012** **Namangan State University**

**MA** in **English language** and **literature** (**GPA** – **87.1**) **Grade A**

**09.2005 – 06.2009** **Andizhan State Pedagogical Institute of Languages**

**BA** in **English language** and **literature** with honours **(GPA – 87.7) Grade A**

**09.2001 – 06.2004** **Asaka College of Pedagogy and social - economics**

Professional college degree in **Jurisprudence** with honours **(GPA – 97.5) Grade A**

**09.2000 – 05.2001** **Specialized school #1**

Secondary school degree (Attestat)

**09.1998 – 05.2000** **Uzbek-Turkish International Boys High-School** Major in **IT** and **English (GPA – 92.5) Grade A**

**COMPUTER SKILLS**

* Microsoft Office i.e. Word, Excel, Outlook, Opera
* Adobe Photoshop, basic Corel Draw
* Browsing, IT consulting

Software and OS installation, network management Baidu, Yandex, Google, Bing, Amazon.com, eBay Working and fixing device errors and PC accessories

**CERTIFICATES**

 APTIS (C level) /IELTS band 7.5  Customer service training

 CEFR (B2)/IELTS band 7  Certificate in IT

**REFERENCES**

**Available upon request**