 **Zharkyn**

**Zharkyn.374595@2freemail.com**

***Sales & Customer Service Professional***

Why ***Zharkyn***?

Highly motivated and results-driven sales professional who believes in leading the team through a demonstrating role model while keeping them fully motivated to get maximum productivity.

Results-orientated customer care professional with broad experience in customer dealing. Proven track record of consistent and effective delivery of customer services that enhances company's corporate image and profitability.

Effective communicator with great people skills along with strong leadership, problem solving & decision-making abilities and an eye for the bottom-line. Possesses uncanny ability to transform analytical results into actionable, business-relevant recommendations.

Proactive individual able to work independently, produce and lead exceptional performance within a team environment and to creatively resolve problems and capitalize on opportunities; an extremely motivated and adaptable person eager to learn industry knowledge and enhance skills for professional development.

**CORE STRENGHTS AND ENABLING SKILLS**

* People management Skills Ability to Read Customers
* Friendly Personality Ability to Use Positive Language
* Professional Handling Customer Queries Building Good Relation with Customer
* Patience Acting Skills

**PROFESSIONAL EXPERIENCE**

**Empire Beauty Conferences and Seminars Organizing, Business Bay, Dubai, UAE**

**Currently working as** [**Cosmetics Sales Representative**](https://www.google.ae/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwjNgs3vo6fXAhXQJewKHVNaDMUQFggoMAA&url=http%3A%2F%2Fwork.chron.com%2Fcosmetics-sales-representative-job-description-16157.html&usg=AOvVaw0kIjYMxYjHHdraBoLM-fTA) **from April 2017 to till now.**

**Responsibilities/Accomplishments:**

* Provide product knowledge to the customers for cosmetics
* Oversaw weekly, monthly and quarterly sales goals and daily business reports.
* Promoted and served to customers' needs and concerns, to provide quality experience.
* Organized and ran inventory control.
* Introduce new products to the customers
* Explain the benefits of each product to the customers
* Attend to the customer needs and requirements
* Convince customers to buy the products
* Greeted the customers and generated sales by providing outstanding customer service.
* Approached customers through events to introduce them to new products.
* Promoted promotional offers, communicated with customers, made clienteles and maintained contact with them, and made phone calls to invite customers to try new products.
* Worked with the cashier and made daily goals.
* Replace sold products with new stock
* Ability to communicate professionally in person and by phone.
* Stock shelves, counters, and tables with merchandise.
* Provide prompt and courteous service to all customers
* Utilize product knowledge to promote sales.
* Responsible for ensuring store appearance is clean and presentable at all times.

**Manas International Airport Duty Free Lounge, Bishkek Kyrgyzstan**

**Worked as “Sales/Customer Service Duty Free”,** December 2013 – November 2016

**Responsibilities/Accomplishments:**

* Work with customers with the most cheerful and pleasant disposition
* Give answers to customers’ questions or concerns related to the product they are charged to sell and demonstrate good knowledge of the product
* Communicate and assist customers in any way possible and as the customers may require
* Deal with customer’s complaints professionally and with restraint
* Close as many deals and transactions as possible
* Process or help process payments made by the customer – whether by in cash or credit card
* Bag & Cloths products for the customers
* Report sales accurately

***Major Achievements:***

Build up completely new VIP Lounge Team. One month before opening (after renovation and new owners) conducted all trainings as well as trial runs and role playing sessions. New property policies and procedures were implemented.

**PROFESSIONAL QUALIFICATION**

**Kyrgyz National University, Bishkek, Kyrgyzstan** (2007 - 2012)

Diploma in Economics; majoring in Accounting Records, Analysis & Audit

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| **Languages** Kyrgyz – Native Language Russian – Native Language  | English – Intermediate  |