Caren

Caren.374607@2freemail.com

**Objective:**

Positive, energetic, focused and eager to further grow and develop existing business skills, looking to join a successful company that offers a friendly and supportive environment and excellent professional development opportunities

**Experience:**

 **Al Tayer : Dubai**

Sales Consultant Dolce & Gabbana Dubai Dec 2015-October 2017

* Welcome and greet every customer in a warm and friendly manner & demonstrate excellent customer service at all times.
* Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products; recommend link products at every sale opportunity; close the sale
* 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 policy, escalating to management if necessary.
* Demonstrate and maintain product knowledge, fashion trends, instore promotions at all times.
* Maintain personal grooming standards as advised by the Store Manager.
* Maintain clean and organized display, fitting rooms and stock areas.
* Check stock levels daily and inform of depleting stocks to the store manager in order to replenish and maintain optimum stock levels.
* Comply with all company policies and procedures including refund and exchange policy, security, health and safety policies etc.
* Recruit customers for the database, accurately entering their details on the POS system.
* Minimize exposure to stock loss through vigilance on sales floor and fitting room areas.
* Assistant the manager with all the reports, Daily sales, Monthly reports, KPIS…

**Middle East Development Cooperation MEDCO S.A.L**

Administrative Assistant: Jan 2015 - November 2015

* Maintains administrative staff by recruiting, selecting, and defining each position’s Job description, set up contracts for the temporary and permanent employees.
* Accomplishes staff results by communicating job expectations; planning, monitoring, and disciplinary action table for employees; initiating, coordinating, and enforcing systems, policies, and procedures.
* Provides supplies by identifying needs for reception, switchboard, mailroom, and kitchen; establishing policies, procedures, and work schedules.
* Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
* Purchases printed materials and forms by obtaining requirements; negotiating price, quality, and delivery; approving invoices.
* Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
* Provides historical reference by developing and utilizing filing and retrieval systems.
* Achieves financial objectives by anticipating requirements; submitting information for budget preparation; monitoring costs; analyzing variances.

Maintains continuity among corporate, division, and local work teams by documenting and communicating actions, irregularities, and continuing needs

**Mike Sport SAL**

Assistant Buyer (commercial department): Jan 2014 - Jan2015

•prepare, compile and sort documents for data entry

•verify data and correct data where necessary

•update data and delete unnecessary files

•enter data from source documents into prescribed computer database, files and forms

•transcribe information into required electronic format

•scan documents into document management systems or databases

•Check completed work for accuracy

•Store completed documents in designated locations

•maintain logbooks or records of activities and tasks

•respond to requests for information and access relevant files

 •Assist Brand managers

**Right click Sal:**

 Account executive: June 2013 till Jan 2014

• Discussing the products, services and advertising requirements of each particular client;

• Setting up meetings with clients and other agency staff;

• Liaising with, and acting as the link between, the client and advertising agency by maintaining regular contact with both, ensuring that communication flows effectively; daily reports, minutes of meetings, job orders, proposals, etc…

• Meeting deadlines and prioritizing tasks;

• Writing reports, keeping records and financial details;

• Undertaking administrative tasks;

• Handling the profitability of accounts; maintaining a clean account of overdue payments

• Managing administration staff;

**Zara (Azadea group)**

Sales associate: 2011- June 2013

•Greet customers and assist them in their purchase decisions by offering expert advice in compliance with quality and customer service standards

•Support the Shop/Department Manager in maintaining inventories and placing product orders to ensure effective stock management and availability of products

•Assign routine and non-routine tasks to Sales Associates, Cashiers and Coordinators, in order to ensure that activities are carried out in the most efficient manner

•Assist in the preparation of the staff schedule in order to ensure that the Shop/Department manpower is effectively matched to the shop’s operational requirements in a cost effective manner

•Communicate sales plans and targets to the Shop/Department team, monitor performance on an ongoing basis and suggest corrective actions to hierarchy when needed

**Crepaway Restaurant** 2006-2011

1. Shift Leader (Zalka - Maameltein Branch) 2006-2011

•Assist in the supervision of the floor opening & closing procedures according to checklists.

•Ensure quality standards in product and atmosphere

•Orient and encourage floor staff to promote menu items pushing sales.

•Provide and / or assist floor staff in providing quality service as per their job descriptions to ensure guests’ satisfaction.

•Contribute in monitoring the floor staff schedule, section rotation, duties, performance and trainings.

•Report the floor state of operation to the team leader providing advice for possible improvement.

2.Waiter (Batroun Branch) 2006-2008

•Open and close shifts.

•Ensure quality standards in service by implementing guest cycle.

•Display a hospitable attitude to guests by greeting, seating, entertaining, guiding them in selecting food and beverage items, anticipating and responding to their needs.

•Collect feedback from guests, handle their complaints and report them to team leader.

**Education:**

BBA in business management (American university of technology AUT)

**Skills:**

**Personnel:** Listening skills, Influencing skills, Conflict resolution, Communicating, High levels of integrity and Negotiating skills.

**Professional:** Identifying key issues, Leadership skills, Team player, Information gathering, Coaching staff and Creativity, High level of experience with MS office (word, excel, PowerPoint), reliable and punctual, able to work under pressure and meet deadlines, high level of focus and attention to detail and accuracy in a repetitive environment

**Trainings:**

Leadership training, Communication, Team Building, Exceeding guest expectation, Marketing Sessions