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|  **ARTEM** **Artem.380358@2freemail.com** **MANAGEMENT / CUSTOMER SERVICE / SALES**Sales & Customer Service: Over 5 years proven track record for high level of customer satisfaction.Management:Result-oriented, innovative and analytical leader, having developed and implemented systems and processes for higher quality and customer service**PROFESSIONAL EXPERIENCE****TOM FARR*****BISHKEK, KYRGYZSTAN*****STORE MANAGER 2016 – 2018*** Completes stores operational requirements by scheduling and assigning employees; following up on work results.
* Manage stores staff by recruiting, selecting, orienting, and training employees.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Manage professional and technical knowledge by attending educational workshops.
* Managing up to 10 members of staff.
* Managing and motivating staff to increase sales and ensure stores efficiency.

**Watchout LLC/ B360*****Dubai, UAE*****SALES ASSOCIATE 2015 –2016*** Welcome customers to the store and answer their queries
* Assess customers needs and provide assistance and

information on product features.* Team up with co-workers to ensure proper customer service
* Follow and achieve department’s sales goals on a monthly, quarterly basis

**LACOSTE*****BISHKEK, KYRGYZSTAN*****SALES ASSOCIATE 2012 –2015*** Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards
* Assist customers in their purchase decisions by helping them select relevant and appropriate products, offering proper advice
* Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times
* Watch for and prevent security risks and thefts and escalate occurring incidents to the hierarchy in a timely manner in order to avert loss
* Perform physical and electronic inventory of shop products on a regular basis as per Company guidelines in order to ensure accurate stock keeping.

**S.O.U.L LTD*****BISHKEK, KYRGYZSTAN*****SALES REPRESENTATIVE 2009 – 2011*** Reached or exceeded sales quotas and financial objectives on a regular basis.
* Maintained sales pipeline records and updated as required.
* Assisted with training staff in integrated marketing solutions.
* Expanded client base through cold calling to qualified prospective customers.
* Assisted in developing pipeline for new retail business opportunities.

**ACADEMICS****KYRGYZ – RUSSIAN SLAVIK UNIVERSITY****Faculty of Computer Science 2006 – 2011*****BACHELOR’S DEGREE******BISHKEK, KYRGYZSTAN*** | **PERSONAL DATA****Date of Birth***8th June 1988***Nationality***Kyrgyzstan***Marital Status***Married***Current Residence***Dubai, UAE**Visit Visa* ***­­*COMPETENCIES****ADAPTABLE** **POSITIVE** **OPEN TO NEW IDEAS****Quick Learner****Flexible to changing environments****Excellent Communication Skills** **Reliable Team Play** **Excellent Sales planning****Organizational and Managerial Skills** **Analytical and Logical Thinking****LEARNING AND DEVELOPMENT****Customer Service Course***Building a Department**Communicating**Defining Service**Fixing Problems*  *Tools of the Trade***LINGUISTIC SKILLS****Russian** *Native Speaker***English** *Fluent Communication***COMPUTERS***International Computer* *Excellent MS skills**Driving License* |