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**Personal Information:**

**Name:** Betel

**Email:** Betel.381354@2freemail.com

**Date of Birth**: 16/03/1989

**Place of Birth:** Jeddah, KSA

**Current Address**: Dubai, UAE

**Visa Status**: Visit Visa

**Profile**

A proactive and highly focused with strong communication skills, an analytical and rational approach to problem solving. Looking for an organization that is able to provide opportunities in Customer Service Officer position.

**Skills and Achievement**

* **Problem Solving:** As a supervisor at Lamasat, I listen and understand to customers’ problems and provide appropriate solutions that satisfies the customer and beneficial for the company as well.
* **Organisation and Administrative:** prioritise activities in a way that synergize the effect in a fruitful manner and marks time-lines to achieve certain tasks throughout my work at Spada Beauty Centre which enabled me to finish my tasks in the given deadline.
* **Communication Skills:** Strong Communication skills both in verbal and written gained throughout my profession.
* **Interpersonal skills:** Able to influence and develop positive relationships with my colleagues and customers, throughout my work experience.
* **Team work:** able to thrive in highly pressurised and challenging working environments in the different team works in which delegate tasks to each team member and made meeting to ensure everyone accomplish their tasks in the desired deadline.
* **Computer Skills:** A strong IT skills, achieved excellent grade overall in MS Excel, MS Office, MS Power point, MS Access and Photoshop CS3.
* Fluent in English, Arabic and Tigrigna.

**Work Experience**

**Stockroom Supervisor/Cashier Jeddah – Saudi Arabia**

**Spada Beauty Hair and SPA Center Mar 2016 – Feb 2017**

* Supported and completed execution of all shipment received.
* Oversaw and executed pricing in a timely manner.
* Ensured the store was signed correctly for daily promotions including window and visual changes.
* Organized stockroom to provide easy navigation.
* Cooperated with fellow visual merchandisers to roll -out new merchandise as well as strategically moving merchandise around the floor to help maximize sales.
* Provide excellent customer service and deal with customers payments and assist with placing orders.

**Stockroom Supervisor/Supervisor Pedicure section Jeddah – Saudi Arabia**

**Lamasat Beauty Hair and SPA Center Mar 2012 – Mar 2016**

* Greet customers and process payments, refunds, and assist with placing orders.
* Suggest solutions when product malfunctions.
* Led team to maximize sales and meet store standards; provide training on inventory processes and procedures.
* Replenished sales floor, processed items, marked down items, loaded and unloaded trucks, and scanned items in and out of the system.
* Corrected paper work errors, changed quantities of merchandise, and upload future and existing quantities.
* Supervised a team of 5 in the pedicure and manicure section to ensure they deliver high standard services.
* Compare and evaluate offers from suppliers.

**Sales Associate Jeddah – Saudi Arabia**

**Panasonic Co May 2011 – Mar 2012**

* Build strong relationships with new and existing suppliers.
* Determine the quantity and timing of deliveries, taking stock levels and future requirements into account.
* Track orders to ensure their timely delivery
* Maintain accurate records of purchasing costs and requirements.
* Develops expert-level product knowledge and uses understanding of products and customers’ desires to exceed personal sales goals by 10 percent for six consecutive months.

**Stockroom Supervisor/Cashier Jeddah – Saudi Arabia**

**Reema Beauty Hair and SPA Center June 2008 – Jan 2011**

* Managed stock levels and made key decisions about stock control.
* Ensured that merchandise shipments have been received and displayed within the company's expectations.
* Performed inventory and put out items from stock room also monitored the sale of items and checked which items customers preferred and took suggestions to improve the service
* Filed and organized documents

**Receptionist/Cashier Jeddah – Saudi Arabia**

**South Mall Trecadero Restaurant and Cafe Sep 2005 – Feb 2008**

* Primary responsibilities included greeting guests, assigning tables, managing team workflow and significant guest queues during busy hours
* Successfully resolved customer issues and complaints
* Worked the cash register and managed take-out orders when required
* Provided leadership over host stand to over 150 guests
* Coordinated with management any special customer requests

**Education History**

**2011 Certificate in CS3 Photoshop**

Int’l Ambassadors Training Institute, KSA

**2011 Certificate in Positive Thinking**

Eritrean Youth Community in Jeddah, KSA

**2007 Certificate in Secretary**

Alfiya Centre MTM, KSA

**2005** **Eritrean Secondary Education Certificate Examination**

Eritrean International School - Jeddah, KSA

**Hobbies and Interests**

A sociable person who likes to take part in activities where meet new people and learn about new cultures. Additionally, delight in playing basketball.

**References are available on request**