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| **Liliia** Dubai, UAE | liliia.381936@2freemail.com **sales / Marketing / customer service** * **Sales &** M**arketing:** Almost 3 years proven track record for high level of customer satisfaction.
* **Business Process Development:** Result-oriented, sociability, enthusiasm, the ability to persuade, the ability to self-organization, dedication, the ability to work both in the team and independently, **organizational and managerial skills,** excellent communication skills, excellent sales planning.

P**rofessional** E**xperience****KATRINA BAKERY LLC, UAE, DUBAI June 17 – Present** **Assistant Sales Supervisor (Training full time) Visa not in process yet)*** Understand customer needs and offer solutions and support
* Organize and coordinate sales representatives schedules
* Research potential leads from business directories, web searches, or digital resources
* Recruit, hire, and train new sales representatives
* Receive and report on all sales leads
* Handling Display Orders, Expired Items, Daily Inventory in System
* Supervise sales representatives and assistants
* Answer potential customer questions and follow-up call questions
* Work with sales team when closing sales
* Track weekly, monthly, and quarterly performance and sales metrics
* Meet all sales quotas and goals
* Assist sales representatives and team to meet and exceed goals

**CLUB APPAREL, uae, dUBAI****Sales Associate** May 2015-May 2017* + assisting customer in the section and purchase of items
	+ - following policies & procedures relating to the customer service and stock handling
	+ - handling customer complains in a professional and diplomatic way
	+ - going online with the shop targets, with yearly achievement 107%
	+ - organizing promotional events, following up with the regular customer
	+ listening to customer requirements and presenting appropriately to make a sale
	+ Exceeded established annual sales quota
	+ Closed sales with enhanced rapport with potential clients
	+ Expanded sales in existing accounts
	+ checking the quantities of goods on display and in stock

**Customer Relations*** + Maintaining and updating customer databases
	+ Conducting market research using focus groups and customer questionnaires

**Coordination*** + Communicating with target audiences and managing customer relationships
	+ Supporting the marketing manager and other colleagues

ROBINSONSS, UAE, DUBAI**Sales Assistant** M**ay 2017-May 2018** * + assisting customer in the section and purchase of items
	+ following policies & procedures relating to the customer service and stock handling
	+ organizing promotional events, following up with the regular customer
	+ listening to customer requirements and presenting appropriately to make a sale
	+ handling situation with customers for exchange
	+ handling situation with customers for damaged items
	+ Advanced sales in existing accounts
	+ checking the quantities of goods on display and in stock

MARMELAD, TRAVEL AGENCY, RUSSIA**Travel Agent Office Assist Jan 2013** - May 2015* + answer incoming calls, transfer calls to executives and greet and welcome guests visiting the Travel Agency
	+ - managing the various operations such as data entry, receiving and answering fax, answering emails, solving guests doubts and coordinating the activities of the staff
	+ - responsible for maintaining guests records and filing information into the Travel Agency system
	+ - Responsible for managing the correspondence with employees, customers through text, voice mails and regular mail.
	+ Booking tickets, booking hotels in Travel Agency searching sites, preparing visa documents for different countries
	+ Understand service requirements.

FAVORI, OMEGA mALL, RUSSIA* + **Sales Assistant** May **2010-January 2013**
	+ Completes managing customer relationships
	+ - supporting the clients and helping with their choice
	+ - communing with target audiences, attending a lot of training sessions
	+ - making customer special and satisfied with the high level of service

FASHION, RUSSIA, MOSCOW April 2007 – May 2010 Sales Team Leader* Assist Managers in Sales Strategy Development
* Keep informed of New Products and Services
* Recruit, Train, and Coach the Sales Team
* Delegate Tasks and Set Deadlines
* Set Sales Targets and Motivate Sales Team
* Prepare Sales Reports

FASHION, RUSSIA, MOSCOW September 2004 – April 2007 Senor Sales Assistant* Business Development
* Account/Territory Management
* Client Relations
* Sales Cycle Management
* Negotiations/Closing
* Needs Assessment
* Sales Forecasting
* Customer service
* Communication Skills
* Prospecting
* Self-Confidence
* Product Knowledge
* Basic (PC) Computer Skills
* Team Leadership/Supervision

 **Academics****ACADEMY OF PHYSICAL EDUCATION SPORTS AND TOURISM, RUSSIA, TATARSTAN /2007-2013****Economical department faculty, Specialization - Hotel Service** **Specialist of Service and Tourism****My Bachelor Degree Attested in Moscow, UAE and in UAE**Russian College of intensive french language courses /2007-2008 Lynda.com from LinkedIn **September 2017-November 2017**  * Running a Profitable Business\_ Understanding Cash Flow
* Accounting Fundamentals
* Creating a Business plan
* Digital Marketing Research
* Sales Secrets of Small Business
* Skype for Business Essential Training
* Working with Difficult People
 | **C:\Users\KS Al Barsha\Downloads\6268.jpg*****PERSONAL DATA*****Date of Birth***31th January 1984***Nationality***Russian* *Marital Status**Single***Tourist visa***Dubai, UAE* ***­­* Competencies****Self-motivated, Dynamic, Positive , Creative, and disciplined****Excellent Communication Skills** **Reliable Team Play** **Excellent Sales planning****Organizational and Managerial Skills** **Analytical and Logical Thinking****Dedicated And Committed** **Target – Oriented and Goal - Driven****Quick Learner****Flexible to changing environments****Learning and Development****Customer Service Course***Building a Department**Communicating**Defining Service**Fixing Problems*  *Tools of the Trade***linguistic SKILLS** **Russian** *Mother Tongue***English***Fluent***Arabic** *Conversational***Computers** *Driving License learning**Excellent MS Skills*  |