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| **Feven**  C:\Users\Janinne.Fritz\Downloads\a-2.jpg  @: [feven.382715@2freemail.com](mailto:feven.382715@2freemail.com)  **Personal Data**  Date of Birth: 5th May 1990  Nationality: ERITREAN  Marital Status: Single  **Area Of Strength**   * Outstanding ability to handle the guest enquires, email, calls and complaints. * Ability to work independently taking initiative as well as part of a team to meet the standards of the company. * Strong interpersonal, communication skills & quick learner.   **Languages:**  English/ Arabic / Tigrigna | **Objective**  To obtain a challenging position that will greatly adhere to my desire to progress further in my career. Also to grow with an organization that has proven to be an asset for its effective functioning and well known for its highly exceeding achievements and services to their guest and employees.  **Professional Summary**  **GUEST RELATION November 2017 - Current job**  **IMG Worlds of Adventure – Biggest indoor theme park**   * 7 months of Guest service experience. * Review arrival lists to welcome guests * Attend to special guests (e.g. VIPs) and answer their inquiries. * Maintained quality of guest service & provided value added service to guests. * Excellent written and verbal communication skills. * Resourceful in the completion of month end reports or any departmental task, effective at multi-tasking. * Highly trustworthy, discreet and ethical. * Always ready to take the challenges. * Guest Relations related duties. * Take correct massage for managers and sales team. * Wide knowledge in rides and attraction’s height and health restrictions, retails outlets, F & B outlets and safety of guests and park. * Able to handle any customer special request. * Maintained cleanliness and hygiene at all times in the working and guest areas. * Strong focus on team work & always available to extend the support.   **SALES ASSOCIATE, Dubai – UAE. Dec, 2015 – Oct, 2017**  **PUJANG DRAGON MART 2**   * Greet customer as they arrive with a smile. * Informing customer about available product, ongoing sales, discount and promotion. * Give answers to the customers question related to the product and Giving product suggestions to customer when need. * Maintain and establish relationship with current clients and potential clients * Provide information regarding each product and any discount offers associated with it.   **SALES ASSOCIATE, Asmara – Eritrea. June, 2012 – Sep, 2015**  **OLYMPIC RTW**   * Greet customer as they arrive with a smile. * Push products while identifying individual customer requirements and preferences. * Taking payments from customers via cash. * Perform other duties as assigned by superiors. * Maintain clean display and store appearance. * Help customers make selections by building customer confidence and offering.   **SALES ASSOCIATE, Asmara – Eritrea. June, 2011 – Apr, 2012**  **EXPO SHOES**   * Welcomes customers by greeting them; offering them assistance. * Directs customers by escorting them to racks and counters; suggesting items. * Processes payments by totaling purchases; processing checks and cash. * Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest. * Contributes to team effort by accomplishing related results as needed.   **Additional Skills**   * Uncommon ability to organize and control job responsibilities. * Detail oriented with excellent problem solving and follow-up skills * Ability to overcome obstacles and strive to improve skills and achieve goals. * In depth ability to multi task and manage multiple projects in a fast paced environment. * Time management. * Hardworking. * Skilled with telephone inquiries. * Approachable. * Contact Center Service Operations. * Ability to perform tasks under minimal supervision. * Maintain professional demeanor. * Active listening skills.   **Reference Available upon request** |

**Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.