**First Name of Application CV No 1648944**

Whatsapp Mobile: +971504753686



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# CAREER OBJECTIVES

Dedicated and focused Office Administrator/ Customer Service Agent who excels in prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Excellent organization, communication and relationship-building skills. Flexible and hardworking with strong drive to succeed.

**PERSONAL STRENGTH:**

People oriented enjoying working with different nationalities and types of people. Motivated able to think independently and creatively, but able to take correction and direction when required. Patient, reliable and fast leaner who pays attention to detail and willing to take further knowledge / education to further enhance my working skills and up to date with the latest trends.

# WORK EXPERIENCes

**Company : AZZITE RECOVERY SERVICES.**(Dubai, UAE)

**Position :** Customer Service

**Year :** 2014 TO 2016

**Duties & Responsibilities:**

* Working in collections
* Handling major portfolio of various banks in U.A.E
* Dealing with customers credit cards and loans
* Negotiating with bank managers directly for customer details and settlement
* Meetings customer personally for negotiating their payments
* Customer Service.
* Handling customer queries.
* Preparing reports on a daily basis
* Following up with clients on payment
* Dealing with different nationalities in UAE and other countries
* Tracing customers through various websites ex: Facebook, Naukri, yahoo LinkedIn, etc.,
* Working in risk management and credit
* Inbound and outbound calling.
* Handling issues related to fraud.
* Investigating

**Company : SUN AND SAND SPORT LLC.**(Dubai, UAE)

**Position :** Store Supervisor

**Year :** 2012 - 2014

**Duties & Responsibilities:**

* Sales and Customer Service Professional with 2 years plus International experience as receptionist also.
* Strong persuasive marketing and interpersonal skills.
* Retail and Store Operations.
* Well organized and skilled in inventory planning & control, cash management and other processing.
* Analytical skills including analyzing reports, trend analysis and the ability to develop innovative tactics to resolve problems.
* Marketing and Promotional Activities and merchandizing strategies.
* Researching Competition.
* Maintain focus in demanding work environments, under dead line and pressure conditions.
* Responsible and coordinating with all the specific functions namely Sales, advertising, promotions and marketing.
* Exceed no. of practical skills required.
* Explain and sell a maximum amount of merchandise to customers on selling floor.
* Assist customers with selections and completes the sales thru a POS transaction and packing. Includes proving accurate product and shop promotion information.
* First place for highest Retail Sales.
* Developed and retrained a personal clientele base.
* Proper advice to customers thru exemplary customer service on the full range of the products.
* Achieved and exceeded sales targets thru product demonstration and suggestive selling.
* Maximized sales and grew business thru business relationships with customers.
* Inventory planning and control on daily basis.
* Deep knowledge and skilled in PowerPoint, MS Word, MS Excel, Internet and email.

**Company : SALAM STUDIOS & STORES.**(Dubai, UAE)

**Position :** Senior Beauty Consultant / Product Cosmetics. Perfume & Skin Care

**Year :** Jan 2008 – Jan 2011.

**Duties & Responsibilities:**

* Worked as a Senior Beauty Consultant.
* Greeting customers in a highly professional manner.
* Supervising Retail and outlet operations.
* Preparing sales reports for the management.
* Handle customer’s complaints and resolve problems.
* Performing all the sales and marketing activities and achieve sales targets.
* Ensuring the store and company standards are being maintained at highest levels at all times.
* Achieve individual smart goals, contributing to the success of the Retail.
* Administration coordination with manager.
* Managing the entire product line life cycle from strategic to tactical activities.
* Responsible and coordinating with the entire specific functions namely Sales, advertising, promotions and marketing.
* Ability to apply makeup

**SKILLS SET SUMMARY**

* Sales and Customer Service Professional with 3 years plus International experience as receptionist also.
* Strong persuasive marketing and interpersonal skills.
* Retail and Store Operations.
* Well organized and skilled in inventory planning & control, cash management and other processing.
* Analytical skills including analyzing reports, trend analysis and the ability to develop innovative tactics to resolve problems.
* Marketing and Promotional Activities and merchandizing strategies.
* Researching Competition.
* Maintain focus in demanding work environments, under dead line and pressure conditions.
* Deep knowledge and skilled in PowerPoint, MS Word, MS Excel, Internet and email.

**KEY ACHIEVEMENTS**

* Continuous achievement of sales and profitability growth.
* Promoted the Retail Business with no extra cost incurred to the company
* Maintained the Brand continuous increase in market share

**Academic Qualifications: High school.**

**Languages Spoken : English, Hindi Bsic Arabic.**