

 **Zhamal**

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**Objective:**

Retail Sales Representative position with a growth-oriented company that offers challenging responsibilities and the potential for advancement. To contribute outstanding skills to achieving your company`s goals as a sales assistant.

**Education:**

* 2003-2008 Bachelor's Degree in Linguistics and Literature from North Kazakhstan State University, Petropavlovsk city, Republic of Kazakhstan
* 1992-2003 Secondary school, Kurgan city, Russian Federation

**UAE Work Experience:**

**Senior Sales Associate – M.H.Alshaya CO. L.L.C., Debenhams Store, Dubai Mall, ( March 2015 - November 2016):**

* Ensure high levels of customer satisfaction through excellent sales service
* Assess customers’ needs and provide assistance and information on product features
* Maintain in-stock and presentable condition assigned areas
* Monthly stock taking of all items in the store
* Remain knowledgeable on products offered and discuss available options
* Cross sell products
* Team up with co-workers to ensure proper customer service
* Building relationship with existing customers & development of new client database.

**Cashier/Waitress/Hostess - Dar Zayed Restaurant Jebel Ali Free Zone, Dubai , UAE (December 2013 – January 2015):**

* Was responsible for greeting guests as they arrive
* Ensuring that the tills balance up at the end of the day
* Responsible for answering any questions that a customer may have
* Responsible for taking orders by phone
* Maintaining database of payments and other miscellaneous tasks
* Keeping all paperwork properly logged and filed is essential

**Overall Work Experience :**

**Supervisor - in Savage store Dostyk Plaza Moll, Almaty, Kazakhstan (January 2011-July 2013):**

* Manage retail staff, including cashiers and people working on the floor.
* Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Formulate pricing policies.
* Determine daily coupons.
* Ensure pricing is correct.
* Work on store displays.
* Attend trade shows to identify new products and services.

**Senior advisor - in Administration department of the Government of the city Almaty, Kazakhstan (September 2008- December 2010):**

* Resolved problems, including organizational, technical and fiscal research and analysis
* Developed recommendations and implements and monitors changes
* Assisted in the management of the division by evaluating existing and proposed organizational policies and procedures
* Cost control, budget control and financial management

**Key Skills:**

* Basic understanding of PC hardware set-up and configuration (MC Excel, MC Word, Power Point)
* Implementing change effectively
* Strong people management skills
* Excellent communication skills and ability to present across all media
* Good knowledge of Customer Marketing Databases and how to use them

**References:**

References are available on request.