# Vadim



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## Professional profile

A graduate in Banking & Finance combining invaluable experience gained in a financial environment with a successful background in sales and operational management. Attentive to detail when analysing complex data with a logical and methodical approach to solving errors or discrepancies. Able to work flexibly and effectively on own initiative with the organisational skills required to prioritise multiple tasks and ensure that deadlines are met. Possesses excellent interpersonal and communication skills and the ability to develop positive working relationships internally and externally. A strong and supportive team player and manager capable of training and developing individuals to enable them to fulfil their potential and add value to the business.

## Education and qualifications

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| **Master of Finance** | Banking & Finance, *Tyumen State Government University, Russian Federation* |

## Professional training

* English Language Course; Accountant Course

## Career summary

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| **October 2017 - Present**  **August 2014-**  **September 2017**  **May 2012 – July 2014** | **Relationship Manager** Damac Properties LLC, Damac Hills  Dubai, UAE  **Company Industry:**Real Estate **Job Role:**Sales  ***Responsibilities***   |  | | --- | | * Initiate and develop a CRM system * Implement the CRM system for sales processing * Record names, addresses, purchases and reactions of prospects contacted into the CRM system * Obtain customer testimonials * Follow-up on existing customer on agreements/contracts preparation, documentation, payment schedule * Follow-up on submittals * Drive post sales activity * Liaise with accounts on payments * Monitor and report on activities and provide management feedback information on new relationships in order to meet the business objectives * Explain products, services, pricing and answer queries and overcome objections from customers * MIS reporting to senior management and data update. |   **Assistant Store Manager** Beside General Trading LLC ; Diesel,  Dubai, UAE  **Company Industry:** Retail/Wholesale  **Job Role:**Management  ***Responsibilities***   |  | | --- | | * Manage retail staff, including cashiers and people working on the floor. * Ensure KPI standards achieved. * Coach, counsel, train, and discipline employees. * Evaluate on-the-job performance. * Identify current and future trends that appeal to consumers. * Ensure merchandise is clean and ready to be displayed. * Maintain inventory and ensure items are in stock. * Ensure promotions are accurate and merchandised to the company’s standards. * Utilize information technology to record sales figures, for data analysis and forward planning. * Ensure standards for quality, customer service and health and safety are met. * Maintain store's cleanliness and health and safety measures. * Organize and distribute staff schedules. * Help retail sales staff achieve sales targets. * Manage different departments within the store. * Handle customer questions, complaints, and issues. |   **Department Manager**(Furniture section) Asadel General Trading LLC; Mudo City DXB Mall, Dubai, UAE  **Company Industry:** Retail/Wholesale  **Job Role:** Management  ***Key Achievements***   * Building high performing teams through the provision of training on any new brand trends or products, enabling the successful launch of new products and effective merchandising of the shop floor * Consistently maintaining high standards of operational performance in accordance with brand requirements   ***Responsibilities***   * Managing the store from a financial and operational perspective including controlling the cash float and dealing with any discrepancies that arise * Fully accountable for stock and inventory control whilst remaining focused on meeting budgets and targets * Preparing and analyzing regular reports on store performance and identifying ways to drive improvements * Assist Deputy Store Manager with tasks including ordering stock from the warehouse, training new staff members, working out weekly rosters, merchandising new season furniture, banking, resolving staff conflicts, preparing weekly staff schedules, theft prevention * Preparing reports on achievements, competitor activity, customer feedback, new propositions and non-achievement analysis on a daily, weekly and monthly basis to ensure budget and target achievement |
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| **November 2010- April 2012:** | **Senior Sales Executive** MH Alshaya LLC., Pottery Barn  DXB Mall, Dubai, UAE  **Company Industry:**Retail/Wholesale **Job Role:**Sales  ***Key Achievements***   * Maximizing store contribution by exploiting opportunities to drive sales whilst simultaneously delivering outstanding customer service * Utilizing expertise in time and resource management to drive continuous business improvements * Not only achieved the targets but tried to overtake it with the maximum spirit and high customer service level   ***Responsibilities***   * Customer service including assisting with furniture choices, styling on the floor in a friendly and efficient manner using the five step customer service standard * Handling the register including all cash and credit sales plus refunds and exchanges * Design consultation with the customer in their properties * Assisted with banking daily cash amounts * Based within the Concept Department (furniture, interior decorations, kitchen, bathrooms etc.) with responsibility for product flow analysis and stock control * Assisted merchandising team during the seasonal floor change * Monitoring and controlling inventory levels and maintaining accurate records of stock on hand, stock on order, pipeline and sell-through * Increased sales with excellent customer service levels and developed good relationships with regular customers |
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## Personnel information

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| **Birth Date:** | 13 January 1989 |
| **Gender:** | Male |
| **Visa Status:** | Employment |
| **Residence Location:** | Dubai, United Arab Emirates |
| **Driving License Issued from:**  **Languages:** | United Arab Emirates  **English, Russian (excellent)** |

**Skills**

* Analytical thinking
* Efficient time management and prioritizing
* Strategic management thinker
* Capable of working in a fast paced and stressful environment
* Applying leadership management techniques over traditional management

**Recommendations:** Available upon request