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| **ARTEM**  [**Artem.380358@2freemail.com**](mailto:Artem.380358@2freemail.com)  **MANAGEMENT / CUSTOMER SERVICE / SALES**  Sales & Customer Service: Over 5 years proven track record for high level of customer satisfaction.  Management:Result-oriented, innovative and analytical leader, having developed and implemented systems and processes for higher quality and customer service  **PROFESSIONAL EXPERIENCE**  **TOM FARR**  ***BISHKEK, KYRGYZSTAN***  **STORE MANAGER 2016 – 2018**   * Completes stores operational requirements by scheduling and assigning employees; following up on work results. * Manage stores staff by recruiting, selecting, orienting, and training employees. * Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements. * Manage professional and technical knowledge by attending educational workshops. * Managing up to 10 members of staff. * Managing and motivating staff to increase sales and ensure stores efficiency.   **Watchout LLC/ B360**  ***Dubai, UAE***  **SALES ASSOCIATE 2015 –2016**   * Welcome customers to the store and answer their queries * Assess customers needs and provide assistance and   information on product features.   * Team up with co-workers to ensure proper customer service * Follow and achieve department’s sales goals on a monthly, quarterly basis   **LACOSTE**  ***BISHKEK, KYRGYZSTAN***  **SALES ASSOCIATE 2012 –2015**   * Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards * Assist customers in their purchase decisions by helping them select relevant and appropriate products, offering proper advice * Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times * Watch for and prevent security risks and thefts and escalate occurring incidents to the hierarchy in a timely manner in order to avert loss * Perform physical and electronic inventory of shop products on a regular basis as per Company guidelines in order to ensure accurate stock keeping.   **S.O.U.L LTD**  ***BISHKEK, KYRGYZSTAN***  **SALES REPRESENTATIVE 2009 – 2011**   * Reached or exceeded sales quotas and financial objectives on a regular basis. * Maintained sales pipeline records and updated as required. * Assisted with training staff in integrated marketing solutions. * Expanded client base through cold calling to qualified prospective customers. * Assisted in developing pipeline for new retail business opportunities.   **ACADEMICS**  **KYRGYZ – RUSSIAN SLAVIK UNIVERSITY**  **Faculty of Computer Science 2006 – 2011**  ***BACHELOR’S DEGREE***  ***BISHKEK, KYRGYZSTAN*** | **PERSONAL DATA**  **Date of Birth**  *8th June 1988*  **Nationality**  *Kyrgyzstan*  **Marital Status**  *Married*  **Current Residence**  *Dubai, UAE*  *Visit Visa*  ***­­*COMPETENCIES**  **ADAPTABLE**  **POSITIVE**  **OPEN TO NEW IDEAS**  **Quick Learner**  **Flexible to changing environments**  **Excellent Communication Skills**  **Reliable Team Play**  **Excellent Sales planning**  **Organizational and Managerial Skills**  **Analytical and Logical Thinking**  **LEARNING AND DEVELOPMENT**  **Customer Service Course**  *Building a Department*  *Communicating*  *Defining Service*  *Fixing Problems*  *Tools of the Trade*  **LINGUISTIC SKILLS**  **Russian**  *Native Speaker*  **English**  *Fluent Communication*  **COMPUTERS**  *International Computer*  *Excellent MS skills*  *Driving License* |