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| **Liliia**  Dubai, UAE | [liliia.381936@2freemail.com](mailto:liliia.381936@2freemail.com)  **sales / Marketing / customer service**   * **Sales &** M**arketing:** Almost 3 years proven track record for high level of customer satisfaction. * **Business Process Development:** Result-oriented, sociability, enthusiasm, the ability to persuade, the ability to self-organization, dedication, the ability to work both in the team and independently, **organizational and managerial skills,** excellent communication skills, excellent sales planning.   P**rofessional** E**xperience**  **KATRINA BAKERY LLC, UAE, DUBAI June 17 – Present**  **Assistant Sales Supervisor (Training full time) Visa not in process yet)**   * Understand customer needs and offer solutions and support * Organize and coordinate sales representatives schedules * Research potential leads from business directories, web searches, or digital resources * Recruit, hire, and train new sales representatives * Receive and report on all sales leads * Handling Display Orders, Expired Items, Daily Inventory in System * Supervise sales representatives and assistants * Answer potential customer questions and follow-up call questions * Work with sales team when closing sales * Track weekly, monthly, and quarterly performance and sales metrics * Meet all sales quotas and goals * Assist sales representatives and team to meet and exceed goals   **CLUB APPAREL, uae, dUBAI**  **Sales Associate** May 2015-May 2017   * + assisting customer in the section and purchase of items   + - following policies & procedures relating to the customer service and stock handling   + - handling customer complains in a professional and diplomatic way   + - going online with the shop targets, with yearly achievement 107%   + - organizing promotional events, following up with the regular customer   + listening to customer requirements and presenting appropriately to make a sale   + Exceeded established annual sales quota   + Closed sales with enhanced rapport with potential clients   + Expanded sales in existing accounts   + checking the quantities of goods on display and in stock   **Customer Relations**   * + Maintaining and updating customer databases   + Conducting market research using focus groups and customer questionnaires   **Coordination**   * + Communicating with target audiences and managing customer relationships   + Supporting the marketing manager and other colleagues   ROBINSONSS, UAE, DUBAI  **Sales Assistant** M**ay 2017-May 2018**   * + assisting customer in the section and purchase of items   + following policies & procedures relating to the customer service and stock handling   + organizing promotional events, following up with the regular customer   + listening to customer requirements and presenting appropriately to make a sale   + handling situation with customers for exchange   + handling situation with customers for damaged items   + Advanced sales in existing accounts   + checking the quantities of goods on display and in stock   MARMELAD, TRAVEL AGENCY, RUSSIA  **Travel Agent Office Assist Jan 2013** - May 2015   * + answer incoming calls, transfer calls to executives and greet and welcome guests visiting the Travel Agency   + - managing the various operations such as data entry, receiving and answering fax, answering emails, solving guests doubts and coordinating the activities of the staff   + - responsible for maintaining guests records and filing information into the Travel Agency system   + - Responsible for managing the correspondence with employees, customers through text, voice mails and regular mail.   + Booking tickets, booking hotels in Travel Agency searching sites, preparing visa documents for different countries   + Understand service requirements.   FAVORI, OMEGA mALL, RUSSIA   * + **Sales Assistant** May **2010-January 2013**   + Completes managing customer relationships   + - supporting the clients and helping with their choice   + - communing with target audiences, attending a lot of training sessions   + - making customer special and satisfied with the high level of service   FASHION, RUSSIA, MOSCOW April 2007 – May 2010  Sales Team Leader   * Assist Managers in Sales Strategy Development * Keep informed of New Products and Services * Recruit, Train, and Coach the Sales Team * Delegate Tasks and Set Deadlines * Set Sales Targets and Motivate Sales Team * Prepare Sales Reports   FASHION, RUSSIA, MOSCOW September 2004 – April 2007  Senor Sales Assistant   * Business Development * Account/Territory Management * Client Relations * Sales Cycle Management * Negotiations/Closing * Needs Assessment * Sales Forecasting * Customer service * Communication Skills * Prospecting * Self-Confidence * Product Knowledge * Basic (PC) Computer Skills * Team Leadership/Supervision     **Academics**  **ACADEMY OF PHYSICAL EDUCATION SPORTS AND TOURISM, RUSSIA, TATARSTAN /2007-2013**  **Economical department faculty, Specialization - Hotel Service**  **Specialist of Service and Tourism**  **My Bachelor Degree Attested in Moscow, UAE and in UAE**  Russian College of intensive french language courses /2007-2008  Lynda.com from LinkedIn **September 2017-November 2017**   * Running a Profitable Business\_ Understanding Cash Flow * Accounting Fundamentals * Creating a Business plan * Digital Marketing Research * Sales Secrets of Small Business * Skype for Business Essential Training * Working with Difficult People | **C:\Users\KS Al Barsha\Downloads\6268.jpg**  ***PERSONAL DATA***  **Date of Birth**  *31th January 1984*  **Nationality**  *Russian*  *Marital Status*  *Single*  **Tourist visa**  *Dubai, UAE*  ***­­* Competencies**  **Self-motivated, Dynamic, Positive , Creative, and disciplined**  **Excellent Communication Skills**  **Reliable Team Play**  **Excellent Sales planning**  **Organizational and Managerial Skills**  **Analytical and Logical Thinking**  **Dedicated And Committed**  **Target – Oriented and Goal - Driven**  **Quick Learner**  **Flexible to changing environments**  **Learning and Development**  **Customer Service Course**  *Building a Department*  *Communicating*  *Defining Service*  *Fixing Problems*  *Tools of the Trade*  **linguistic SKILLS**  **Russian**  *Mother Tongue*  **English**  *Fluent*  **Arabic**  *Conversational*  **Computers**  *Driving License learning*  *Excellent MS Skills* |