

 **Fatima**

**Email:** **fatima.390266@2freemail.com**

**Personals Skills:**

Polite and assertive sales professional who is motivated by being a team player with a common goal, and who has extensive experience of retail sales, with the ability and desire to meet and surpass sales targets, with drive, ambition and determination. Currently looking for a chance to progress a retail career within a fast-paced, forward-thinking and highly successful company.

**SKILLS**

* Team Building /Training/Supervision
* Retail Store Operations
* Team Leader
* Consistently meets sales goals
* Energetic and driven
* Goal Oriented
* Cash handling and and management
* Computer literate
* Merchandising

**WORK HISTORY**

**Prada Emirates (Miu Miu )**

 **Current**

**Sales Assistant Aug 2013 –**

* Gove the highest standard of inspired customer service at all times and to act as a role model Sales consultants
* Conducting trainings of weekly and monthly update on service & productivity and Retail update
* Develop the sale by selecting appropriate range of options for the customer, providing good product knowledge ,overcoming objections and offering appropriate additional items (link selling)
* Consistently achieve individual sales targets and be aware of store sales targets
* Replenish merchandise ensuring appropriate stock levels are maintained at all times
* Identify slow moving and fast moving items. Also sock risks and give feedback to Store Manager
* Responsible in al point of procedures e.g. Global Refund customer compliance ,Till procedures (cash handling , credit authorization , exchanges) etc
* Responsible in all paperwork related to stock movement , ordering and cash management report
* Management toolkit ,through email , calls and SMS .introducing our monthly Floor set collections and inviting them for a private appointment
* Accomplishes staff results by communicating job expectations , planning monitoring , developing ,and appraising job results ,coaching , counseling ,and disciplining employees ,developing ,coordinating ,and enforcing systems , policies procedures ,and productivity standards.

**Burberry Middle East**

**(Sales Assistant) 2011-2013**

* Greeting customers entering the store in a professional welcome manner
* Assisting in processing and replenishing merchandise and monitoring stock to maintain the knowledge about the available inventory
* Maintaining the arrangement of products on the display racks and shelves to facilitate convenience for shoppers.
* Product management, including ordering, receiving, price changes, handling damaged products, and returns.
* Responsible for ensuring a consistently high standard of presentation in the store.and making sure that all available space in the store is effectively utilized.
* Focused on maximising the customers shopping experience.
* Maintaining accurate records of all pricings, sales, and activity reports.
* Providing excellent customer service.

**Intercontinental Hotel Abu Dhabi 2009-2011**

**(Front disk officer / Banquet coordinator)**

* Greet customers as soon as they walk through the door
* Provids patron with accurate wait tome estimates during busy periods
* Maintain a neat organse front of house environment
* Answerv phones and schedule reservations with largeparties

**EDUCATION**

* **Bachelor in Literature**

**Moukhtar Siusi , Morocco**

* **Diploma for hotel**
* **ISDL Programme**
* **Languages spokien : Arabic , English , French**