

## PERSONAL DETAILS

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## SALES ASSOCIATE/CUSTOMER SERVICE

### Professional Summary

Top-performing Sales Associate/ Customer service with 5 years of experience in retail sales and a reputation for exceeding performance benchmarks. Highly skilled at leveraging consultative sales techniques to upsell products and exceed sales targets. Demonstrated leadership skills that align teams and strengthen brand loyalty through exceptional customer service. Seeking to apply diverse sales experience to take next career step with a retail organization dedicated to providing world-class customer service and producing strong team leaders.

### Core Qualifications

- Retail sales
- Marketing and promotions
- Customer service
- Consultative selling
- Visual merchandising
- Inventory management

### Experience

#### CURRENTLY PART TIME AT VIRGIN STORE MIDRIFF

#### ADIDAS OUTLET MALL PART TIME(3 MONTHS)

- Assisted customers with the during the promotions
- Provided good customer service to the customers during there shopping
- Helped in the replenishment of stock both on the floor and store
- Answered guest questions concerning about the new products on Promotion and in the store
- Greeted guests upon arrival and directed them to the Promotions stands or sections.

#### Hostess/TOUR GUIDE EXPO 2020 DUBAI OCTOBER 31ST 2021 TO MARCH 31ST 2022

- Assisted guests to show them there right routes to pavilions of there choice.
- Answered guest questions concerning schedules of the day and the pavilions concerts.
- Greeted guests upon arrival and directed them to their seating areas in parks like Jubilee park.
- At event start mingled with guests to ensure they remained satisfied.
- Immediately communicated issues to management and organizers.
- Event set-up including appropriate place settings incase of VVIP members visits.
- Maintained scheduled events list for guests.
- Contracting tours with the students and senior guests when they reach the expo grounds

#### SALES PROMOTER LUSH COSMETICS DUBAI MECARTO MALL 3MONTHS CONTRACT

- Assisted customers with the knowledge about the products and the new products on market

- Answered guest questions concerning about the new products on market.
- Greeted guests upon arrival and directed them to the Promotions stands or sections.
- Cleaning makeup stands and tester tins and equipment
- During the Promotions I was able to create sales leads that later turn in sales.

#### SALES ASSOCIATE/CUSTOMER SERVICE GITEX WORLD TRADE CENTER 8MONTHS CONTRACT

- Provided high-quality customer service to optimize customer purchasing and payment process.
- Initiated inventory control measures to sustain stock levels and helped to order new inventories.
- Managed and maintained displays as indicated bind bulk stack instructions.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.
- Offering after sales attention to customers incase of any complications on the item

#### SALES ASSOCIATE SAMS STORE UKAY UKAY AL NAHDA PART TIME

- Answered guest questions concerning about the new products on market.
- Greeted guests upon arrival and directed them to the Promotions stands or sections.
- During the Promotions I was able to create sales leads that later turn in sales.

#### SALES ASSOCIATE VICTORIA SECRET DUBAI MALL 2018 TO 2020

- Assisted customers with the knowledge about the products and the new products on market
- Answered guest questions concerning about the new products on market.
- Greeted guests upon arrival and directed them to the Promotions stands or sections.
- At event start mingled with guests to ensure they remained satisfied.
- During the Promotions I was able to create sales leads that later turn in sales.

#### EDUCATION BACKGROUND

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION  
(MANAGEMENT AND ENTREPRENEURSHIP )

ADVANCED LEVEL CERTIFICATE

#### LANGUAGES

English

#### ACHIEVEMENTS

Super star of the month of March 2021 EXPO DUBAI 2020

Best kids ATTENDANT EXPO 2020