



NAWRAS ALHALABI

SALES EXECUTIVE & CUSTOMER SERVICE

Experience

SALES EXECUTIVE

TS perfumes , Dubai, DIFC ,Gate Avenue. |
11/2021 - 06/2022

Key Responsibilities:

- Working with shifts
- Daily closing of the fund and dealing with visa and cash
- Provide daily sales reports
- Monitoring and refilling stock and submitting monthly reports on stock status
- Dealing with customers, meeting their needs, providing the best service, and striving to gain customer loyalty
- Paying attention to the cleanliness of the branch on a daily basis and changing the display of products periodically to attract the attention of the customer
- Listening to the customer and understanding his needs and what suits his taste of perfume and providing the right product for him with a detailed explanation of what might be the right product for him .
- Ensure that all related work is completed for a smooth handover at the end of the shift.

Key Achievement's:

- Monthly investigation of target sales at an average rate of 125% per month
- Seller of the month for three months in a row, with an average sales of AED 27,000 per month
- Financial reward from the company's management for excellence in sales.

SALES EXECUTIVE

Fenix Jewelry , Syria ,Suwayda |
12/2016 - 07/2021

Key Responsibilities:

- Sold or returned the jewelry and fine watches.
- Knowledge of proper handling of jewelry and fine watches (Gold & Silver).
- Achieved the daily and monthly sales goals, credit applications, and brand sales goals.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Cultivated a customer focused shopping environment by greeting and responding to all customers in a friendly manner.
- Mentored new sales associates to contribute to the stores positive culture.
- Followed merchandising guidelines to present visually appealing displays.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction's
- Maintained and organized a professional cosmetic environment, including stocking, pricing, facing, and cleaning

Contact

🏠 Dubai
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Profile

Seeking for a challenging career across major companies. Dynamic and talented professional having strong ability to work in customer service. Excellent inter- personal and communication skills and ability to liaise with customers and administrative personnel. Ability to build strong rapport with personnel, customer, and based on knowledge and professionalism.

Personal information

👤 Birthdate
04/11/1990
🌐 Nationality
Syrian

Language

- Arabic
- English

Skills

Sales Technique	★ ★ ★ ★ ★
Teamwork	★ ★ ★ ★ ★
Accurate money handling	★ ★ ★ ★ ★
Customer Services Call Centre Operations	★ ★ ★ ★ ★
Team Collaboration	★ ★ ★ ★ ★
Customer Engagement	★ ★ ★ ★ ★
Client Relationships	★ ★ ★ ★ ★
Complaint Resolution	★ ★ ★ ★ ★
Business Development	★ ★ ★ ★ ★
Administration	★ ★ ★ ★ ★
Problem Solving	★ ★ ★ ★ ★
Consultative Sales Process	★ ★ ★ ★ ★
Word, Excel, MC Office	★ ★ ★ ★ ★
Customer Service	★ ★ ★ ★ ★
Effective Communication	★ ★ ★ ★ ★

RECEPTIONIST

Doha Plaza Hotel, Lebanon , jounieh | 10/2011 - 11/2016

Key Responsibilities:

- Welcoming guests at the guest house in a friendly and helpful manner
- Handling late arrivals and assisting with early check-out
- Checking departing guests using the hotel's accounting system
- Payment from guests in the form of cash or credit cards
- Professional and prompt phone inquiries and transfer
- Managing our rooms and facilities.
- Handling and resolving customer complaints.
- the service
- Manage group bookings for conferences in the restaurant and accommodation.
- Keep abreast of all hotel products, services, prices and promotions.
- Complete night procedures and attention to detail.
- The ability to listen and anticipate.
- Maximizing sales revenue through sales and marketing. Providing information and literature about the hotel in person and over the phone.

Education

Business Administration
Arab International Academy | 2009 - 2013

Interests

- ♥ Travel
- ♥ Books
- ♥ Sports
- ♥ Movies
- ♥ Technology