

# BALATI ATIGAN

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## Education

Foreign language department at Shannxi Teacher's University | Xian Shannxi China | 06/1989

### Bachelor Degree

No.27 Middle School | Urumqi Xinjiang China | 06/1984

### High School Diploma

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## Experience

**Sales Associate** | Gap Inc Company - Tysons Corner | 02/2019 - Current

- Greeted customers and provided exceptional customer service.
- Demonstrated product features and benefits for customers' needs.
- Organized stockroom shelves according to size, color or style.
- Processed credit card transactions quickly and securely.
- Assisted customers with product selection, sizing and styling.
- Maintained up-to-date knowledge of store merchandise and policies.
- Processed transactions using a point-of-sale system.
- Performed cashier duties such as accepting payments, issuing receipts and counting money back change.
- Developed promotional strategies to increase sales volume.
- Handled customer complaints in a professional manner.
- Attended weekly team meetings to review performance goals and objectives.
- Processed returns, exchanges, and refunds in accordance with company policies.
- Built and maintained relationships with peers and upper management to drive team success.

**Server** | Chinatown Express - Chinatown, Washington DC | 04/2015 - 12/2018

- Interact and serve patrons in a busy restaurant environment
- Coordinate with coworkers to provide prompt service
- Establish positive and personal rapport with frequent customers
- Handle cash and credit card transactions.

**English Teacher** | Foreign language College at XinJiang Agricultural University - Urumqi Xinjiang, China | 01/2000 - 01/2014

- Maintained records of student progress by monitoring grades throughout the year.
- Adapted teaching methods based on each student's unique needs and abilities.
- Provided feedback on written assignments submitted by students.
- Conducted classroom activities to encourage student engagement in language learning.
- Counseled students regarding their academic performance in English classes.
- Organized extra-curricular activities, such as poetry writing competitions and debates related to the study of English literature.
- Designed assessments to monitor student progress in English language development.
- Assessed student performance through tests, quizzes, and other forms of assessment.
- Created lesson plans, handouts, and other materials for teaching English grammar, reading comprehension, and creative writing skills.

- Maintained records of student progress by monitoring grades throughout the year.
- Provided feedback on written assignments submitted by students.
- Collaborated with colleagues to develop new strategies for teaching English as a second language.
- Assessed student performance through tests, quizzes, and other forms of assessment.
- Designed assessments to monitor student progress in English language development.
- Created lesson plans, handouts, and other materials for teaching English grammar, reading comprehension, and creative writing skills.
- Maintained accurate records of student progress throughout the school year.
- Guided students to write for varied purposes and audiences to develop writing skills.
- Made learning grammar fun by involving problem-solving and language play.

Skills

- Fluent in English
- Fluent in Chinese
- Product Sales
- Sales Development
- Outgoing Personality
- Time Management
- Customer Service
- Listening Skills
- Written and oral communication skills
- Sales Training

Personal Information

Date of Birth: 07/01/1967

Summary

Highly motivated with background in retail sales, skilled in customer service and product knowledge. Demonstrated ability to achieve sales targets through effective communication and understanding of customer needs. Known for problem-solving abilities and creating positive shopping experiences that increase customer loyalty. Improved store layout for better product visibility and accessibility, leading to smoother customer flow and increased satisfaction. Accomplished english teacher designing english lesson plans to inspire and engage students. Highly adept in meeting course material requirements while focusing individual attention on students to promote success. Expert in promoting student reading and writing in and out of classroom to develop creativity and enrich lives.

Languages

Chinese (Mandarin):

Native/ Bilingual

English:

Full Professional