



Mukaddas Khabebulloeva

Al Muraqqabat, Dubai, UAE

Mobile: 0558020707

E-mail: mukaddas.k86@gmail.com

CAREER OBJECTIVE

To be an efficient team member in a suitable position, where I can bring a high degree of skills, enthusiasm and initiative, experience in fashion and customer service. I am quick to learn. I consider myself as flexible, positively built personality and would like to work with all sections of the public, joining with the professional team and sharing with my readiness to work under pressure.

WORK EXPERIENCE

AZADEA GROUP L.L.C.

Dubai, UAE

Sales Associates/Cashier (Fashion division, **Bershka**)

March 24, 2011 – up to date

Key responsibilities:

- ✓ Customer – Service
- ✓ Understanding customers needs,
- ✓ Assisting customers in their purchase decisions by helping them to select relevant and appropriate products, ensuring their needs are answered in a professional manner and in compliance with quality and customer service standards
- ✓ Merchandising according to the concepts of the Brand
- ✓ Preventing security risks and thefts and escalating occurring incidents to the hierarchy in a timely manner in order to avert loss
- ✓ Performing physical and electronic inventory of shop products on a regular basis as per company guidelines in order to ensure accurate stock keeping
- ✓ Handling cash procedures
- ✓ Checking daily cash accounts
- ✓ Guiding and solving queries of customer
- ✓ Maintaining daily, monthly sales reports

“TURON” UZBEKISTAN

Customer Service (BANK)

July 31, 2009 – January 05, 2011

Key responsibilities:

- ✓ Dealing with customers queries and requirements, handling complaints
- ✓ Guiding customers to appropriate departments
- ✓ Answer incoming calls on multi-line phone and respond to public inquiries in a courteous manner within scope of knowledge and authority.
- ✓ Receive and distribute incoming and outgoing mail.
- ✓ Manage for outgoing faxes and courier packages , shipping and receiving activities.

LANGUAGE SKILLS

Language	Spoken
Russian	Native
Uzbek	Native
English	Fluent
Persia	Good
Turkish	Basic

EDUCATION

- 2014 - Certificate English Course in Eton Institute, Dubai, U.A.E.
- 2013 - Customer Service Certificate, Dubai, U.A.E.
- (2001-2004) University College of Finance - Tashkent, Uzbekistan
- (1992-2000) , Secondary School in Tashkent, Uzbekistan

SKILLS

- Excellent administration, team builder
- Strong ability to learn new and improve professional knowledge
- Flexible, punctual, honest

COMPUTER SKILLS

- Microsoft Word, Excel, Outlook, PowerPoint
- Internet

TRAININGS ATTENDED

- “Orientation Training” in Azadea Group L.L.C.
- “Cashier procedures training” in Azadea Group L.L.C.

INTERESTS

- Reading books, prefer detective stories, comedies
- Active in sport, swimming, tennis

PERSONAL DETAILS

Date of Birth:	April 13, 1986
Place of Birth:	Drujba Narodov. Tashkent, Uzbekistan
Citizenship:	Uzbek
Religion:	Muslim