



Sapna Tikyani

5+ years of work experience in | Small and Mid-Size Organizations

PERSONAL INFORMATION

Mobile: +91 7340306135

Email: sapnatilwani2014@gmail.com

Place: Rajasthan, India

India Driving License: Yes

EDUCATION

HSC, RBSE (Rajasthan), India
MS Office – Computer course
Certification

COMPUTER SKILLS

Windows, MS Word, Excel, Visual
Software, ACE Software for Jewel
Ornaments, Internet & Electronic
communication

PROFICIENCY

Planning and Execution

★★★★☆

Administration

★★★★☆

Budgeting / Cost Control

★★★★☆

Sales & Business

★★★★☆

INTEREST AND HOBBIES

Listening Music, Passion in Travel,
Fashion Designing

OBJECTIVE

To achieve a respectable position in the society by playing a significant role in my field, to strive hard using my talent and sincere work with my dedication, discipline and determination to pursue the institutional goals, to grow along with the growth of the organization and thereby get optimum job satisfaction and the best in return.

ABOUT ME

I am a proactive, confident and versatile professional with over 5 years of valuable experience managing & working with Teams in UAE. My roles have been across industry verticals such as Retail, Operation and Customer relations

HIGHLIGHT OF PROFESSIONAL

- Dependable and responsible with an extremely good understanding of business demands, priorities and achieving sales targets. Problem solving skills, Team Work.
- Strong verbal and written communication skills and interpersonal skills.

CAREER HIGHLIGHTS

Company	Location	Type	Tenure	Designation
Jewel Trading LLC	Dubai , UAE	1 - 50 emp.	Dec'14 – Jan' 18	Sales Executive
Smart Finance Brokers	Dubai, UAE	Upto 100 emp	Feb'18 – Oct'18	Front Desk - Customer Support

KEY SKILLS AND COMPETENCIES

- Strong organizational, administrative and analytical skills.
- Strong decision making and problem-solving skills.
- Ability to maintain confidentiality.
- Ability to produce consistently accurate work even whilst under pressure, multi task and manage conflicting demands.

WORK EXPERIENCE

-  **Sales Executive – Jewel Trading LLC, Dubai, UAE** **2014 – 2018**
- Office Administration – Cash Handling, Filling office records.
 - Goal oriented and sales driven and passion to succeed
 - Excellent written and oral communication skills--the ability to communicate effectively.
 - Ensure that all pricing, signing & display guidelines are followed
 - Greet customers immediately who enter the store in a friendly, upbeat and helpful manner
 - Achieve sales targets and outcomes within the schedule.
 - Perform business opening and closing procedures as outlined in Policy and Procedures Guide
 - Explain uses and advantages of merchandise to customers. Advise customers on utilization and care of merchandise, and demonstrate working of merchandise as needed.
 - Keep store neat, clean and visually appealing at all times by ensuring attractive displays of merchandise and prompt correction of any deficiencies.
-  **Front Desk- Customer Support – Smart Finance Brokers, Dubai, UAE** **Feb 2018 – Oct 2018**
- Perform day to day administrative functions and general office duties but not limited to word processing, copays, filing, faxing, answering phones and data entry.
 - Answer incoming calls and transfer call to appropriate departments.
 - Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
 - Resolving customer issues, complain, and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
 - Ensures a strong follow-up and proper hand over of information at all times.
 - Be a constant learner and always willing to try ideas.
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Declaration

I ensure that the information facts stated above are true to best of my knowledge and belief.

Sapna Tikyani