

# Ayham Shokier



## Contact

**Address:** Ankawa, Erbil, Iraq  
**Phone:** +964 751 84 979 84  
**Email:** [ayhamsho777@live.com](mailto:ayhamsho777@live.com)

## Personal Information

**Date of birth:** 23 October 1983  
**Nationality:** Syrian  
**Driving license:** United Arab Emirates – Valid

## Languages

Arabic – Mother tongue  
English – Excellent

## Education

Bachelor Degree of Accounting  
2010 – Damascus University, Syria

## Professional Courses

- **ISO 31000 Risk Management Standards 2017:**  
G31000 Institute – Dubai – UAE
- **Leadership for Administrative Professionals 2017:**  
Eton Institute – Dubai –UAE
- **Customer Service Professionals 2013:**  
Azadea Group – Dubai –UAE
- **Customer Focus Skills 2012:**  
Azadea Group – Dubai –UAE

## Experience

**Retail Manager** - Apr. 2019 to Mar. 2020

**Stepture General Trading Co. Ltd, (Swarovski – Faces) Stores, Erbil - Iraq**

- Recruiting, training, supervising and appraising staff.
- Managing budgets.
- Maintaining statistical and financial records.
- Dealing with customers' queries and complaints.
- Overseeing pricing and stock control.
- Maximizing profitability and setting/meeting sales targets, beside motivating staff to accomplish them.

**Administration Manager** - Feb. 2015 to Dec.2018

**Right Bright Cleaning Services, Dubai – UAE**

- Managing company staff, including coordinating and supporting the recruitment process.
- Determine suitable salaries and remuneration.
- Initiating, coordinating, and enforcing systems, policies, and procedures.
- Doing inventory check-ups to ensure the needed supplies and materials are always available.
- Collecting customers' feedback to improve the company services.
- Managing employees work schedule and shifts.

**Key Account Executive** - Feb. 2014 to Jan. 2015

**FMF Real Estate (Property management), Dubai – UAE**

- Maintaining contact with clients to obtain customer feedback regarding the service quality.
- Assisting clients in resolving issues and complaints concerning the rental property and services.
- Monitoring contracts' details to notify clients of pending expiration and help with the renewal process.
- Supervising the operations of after sales teams to ensure that the set targets are met.
- Directing and coordinating the customer service operation team to ensure clients are tended appropriately in line with set customer service standards especially with requirements of the international companies (Oil & Gas).

**Assistant Manager** - Jul. 2010 to Jan. 2014

**Azadea Group - ZARA, Dubai – UAE**

- Assisting in ringing up sales on register and/or bagging merchandise.
- Assisting in processing and replenishing merchandise.
- Assisting the team by performing the tasks with them, helping with training and development, reporting to senior management/personnel when required, ensuring adherence to departmental and service center policies, procedures, and practices.

**Sales Supervisor/Cashier** - Jan. 2009 to Jul. 2010

**Azadea Group - ZARA, Dubai – UAE**

- Supervising, coordinating, directing, and monitoring staff activities to ensure prompt, courteous and accurate responses are provided to customers.
- Recommending and implementing new or improved systems to enhance or expedite work.

**Property Sales/Consultant** - Mar. 2008 to Jan. 2009

**Emirates Prodeal Real Estate, Dubai – UAE**

- Rent or lease properties purchase offering to sellers for consideration.
- Listing properties that are compatible with buyers' needs and financial capability.
- Preparing documents such as representation contracts, purchase agreements, closing statements, deeds and leases.
- Coordinating property closings, overseeing signing of documents and disbursement of funds.
- Acting as an intermediary in negotiations between buyers and sellers, generally