



Miss

NAZERKE KUNCHINOVA

Accomplished sales associate with a successful background in the delivery of exceptional customer service and the ability to assist high-profile customers with the sales of luxury goods.

Demonstrates exceptional communications and robust relationship building skills and encourages team collaboration in order to achieve excellent levels of customer satisfaction. Customer-focused and experienced in Retail, with the proven ability to work towards and consistently exceed targets.

Committed to the delivery of high service standards, with strong customer care skills and the resourcefulness to delivery consistent sales results.

CONTACT



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LANGUAGES

English



Russian



Arabic



SKILLS

Adobe Photoshop



SAP



MS Office



MS Project



CORE SKILLS

- Customer service
- Customer engagement
- Sales assistance
- Luxury retail brands
- Advanced user of MS Office
- Retail assistance
- SAP
- Team collaboration
- Database management

WORK EXPERIENCE

ALABBAR ENTERPRISES

Markette restaurant, Dubai, UAE

Team Leader

May 2018 – Present



Duties and responsibilities included:

- Create an inspiring team environment with an open communication culture
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Listen to team members feedback and resolve any issues or conflicts
- Suggest and organize team building activities
- Communicate with customer to resolve complaints or ensure satisfaction

Esentai Luxury

Almaty, Kazakhstan

Sales associate

July 2014 – March 2018

Duties and responsibilities included:

- Applying excellent customer service skills whilst offering advice and assistance to customer in a professional and efficient manner

ADDITIONAL SKILLS

Flexible - - Creative - - Leader
Positive Attitude - - Responsible
Calm and Team Player
Active - - A People's Person
Works well under pressure
Self-Management - - Mentoring

- Working in compliance with high standard company practices and in accordance with luxury brand requirements
- Handling payments and refunds at the busy cash desk and welcoming an average of 50-70 customers on a daily basis
- Utilising interpersonal and communication skills while providing exceptional customer and engaging with customers to tailor advice and recommendations
- Offering friendly approachable assistance while ensuring that the shop floor remains clean and tidy
- Meeting and achieving KPIs, exceeding targets and expectations by remaining motivated

MAB ENGINEERING LLP

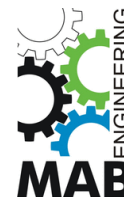
Almaty, Kazakhstan

Sales assistant

December 2012 – June 2014

Duties and responsibilities included:

- Demonstrated technical expertise
- Assisted customers and provided reliable technical support concerning the re-stock of computers and hardware
- Promptly and accurately loaded new software and systems onto existing equipment
- Took initiative while working under pressure and demonstrating a fluency in a wide range of technology
- Contact clients to obtain missing information or answer queries
- Liaise with the Logistics department to ensure timely deliveries
- Maintain and update sales and customer records
- Develop monthly sales reports



ZARA

Almaty, Kazakhstan

Sales Assistant

October 2010 – November 2012

Duties and responsibilities included:

- Shop floor, handling paperwork and restocking items
- Replenishing selecting best sellers from sales reports and helping merchandisers with over stock
- Handling deliveries with the stockroom team
- Providing excellent customer service to customers in the store and working to drive sales with the rest of my colleagues
- Trained new staff on standards, customer service and replenishment
- Fitting room responsibilities

Z A R A

EDUCATION

ALMATY UNIVERSITY OF POWER ENGINEERING AND TELECOMMUNICATIONS

Almaty, Kazakhstan

Bachelor of technique and technology

Specialty: 5B070400 Computing systems and software

September 2009– June 2013

Winner of Volleyball championship Almaty Universiada 2011, 2012, 2013.

