

CV

PERSONAL INFORMATION:

Name: Zahra Yusuf Hussain Ali Hassan

Date of Birth: January 28, 1989

Nationality: Bahraini

Marital Status: single

Sex: Female

Email: zahrayusuf89@gmail.com

Phone number: 33931582

Phone number: 37730343



EDUCATION:

- **AMA International University of Bahrain**

Bachelor of International Studies (2009- 2013)

Trainings and Professional Certificates:

- diploma in **Human Resources** management (2016)
- diploma in **Sales and marketing** (2016-2017)
- Future Leaders Training: (**Business Ethics, Time management, Supervisory Skills**) – from 6th April 2015 to 25th May 2015 – Business Avenue Training Centre
- **Essential Sales Skills** -10 May 2015 – Bright Future Training Center
- **Selling Smarter**- 27th December 2015 - Business Avenue Training Centre
- Professional Certificate in **Leadership and Management** -20th March 2016 to 10th April 2016 – Victory Training and Development Institute
- **Electronic Commerce** – Gulf Cx – Oct 1st to Oct 28th 2018

EMPLOYMENT HISTORY:

Al Rashid Group, Bahrain

Senior Sales Associate & Cashier (training supervisor), November 11th 2014 – 13th April 2018

Responsibilities:

- **Store Inventory Management**
- **Control the Shrinkage**
- **Customer Service**
- **Merchandising**
- **Cashiering**
- **Supervision of the exchange, return and refund**

Gulf Customer Experience, Bahrain

Agent in Jollychic department (call center) 28th Oct 2018 till 23.Jan.2019

Responsibilities:

- **Marketing calls**
- **Order Conformation calls**
- **Survey calls**
- **Appointment for receiving the order call**

SKILLS:

- **Good communication skills**
- **Basic Computer Skills**
- **Ability to work with team and as a person**

Languages:

- **Arabic:** Mother language
- **English:** V. good

INTERESTS:

- Reading

Targeted Jobs:

- Sales Associate
- Teller
- Call center (Phone operator)
- Receptionist
- HR officer
- Any other suitable Job