




PERSONAL DETAILS

 **Date of birth**
08/03/1994

 **Gender**
Female

 **Nationality**
Austrian

SKILLS

Microsoft Office
Interpersonal Skills
Transcultural Competence
Effective Communication
Conflict Resolution
Time Management
Organization
Decision Making

LANGUAGES

German ★★★★★
English ★★★★★
Russian ★★★
Catalan ★
Spanish ★

Passionate customer service professional with 10+ years of experience working as a liason between consumers and corporations. Skilled communicator and listener with mature organizational skills. Dedicated to providing reliable and sustainable customer service. Enthusiastic about knowledge and skill improvement. Maintaining a personal and professional growth mindset



WORK EXPERIENCE

- Oct 2014 - Apr 2023

Retail Sales Manager
Tabak Trafik, Hütteldorferstr. 96, 1140 Vienna

Worked to provide excellent Customer Service:
Asstisted customers in identifying their purchasing needs.
Promoted customer loyalty and consistent sales by delivering friendly service and nurturing positive relationships.
Offered knowledgable and resourceful insights about the products available in the store.
Cross-sold products and introduced new ones.
Dealt with inquiries and complaints from customers effectively, maintaining the store's reputation.
Exemplified 'Can-Do' attitude and desire to please customers.

Organized all store operations and allocated responsibilities to personnel:
Used computerised cash register systems and pricing equipment (ETRON onRetail and CWL).
Aimed for minimum expenditure and efficiency by preparing and controlling the store's budget.
Kept track of transactions, inventory and mantaining budget.
Developed and integrated new business strategies to push sales revenue up 40% in 1 year.
Cut inventory costs by 20% through annual trend analysis.
Met sales goals by training, mentoring and providing feedback to sales personnel.
Maintained excellent store condition and visual merchandising standards.
- Aug 2013 - Sep 2014

Retail Sales Assistant
Tabak Trafik, Hütteldorferstr 96, 1140 Vienna
- Sep 2012 - Jul 2013

Retail Cashier
Tabak Trafik, Hütteldorferstr. 96, 1140 Vienna



EDUCATION

- Oct 2012 - Sep 2013

BA International Business
University of Vienna
Excelled in sales coursework.