

## SUMMARY

Dedicated and enthusiastic professional, looking for an opportunity to contribute to a progressive organization. Energetic, detail-oriented and results-driven with excellent organizational abilities and communication skills. Ability to provide great customer service, cooperate, build positive and respectful relationships with accountability for actions and outcomes.

## EDUCATION

**IAPM, Kherson, Ukraine** - May 2016  
Bachelor in Jurisprudence  
Major: Commercial and Labor Law

## LANGUAGES:

English – Intermediate  
Ukrainian – Native  
Russian – Native

## PC SKILLS:

Windows and MS Office Package  
“Shortcuts” Salon Software  
“XStore” Retail Software

## WORK EXPERIENCE

### SWAROVSKI

South Park Mall Charlotte, NC

#### Sales associate

Oct 2018 – present

##### Responsibilities

- Built successfully relationship with the customers by using consultative sales approach through prompt, attentive and knowledgeable assistance
- Helped customers identify and purchase products suiting their needs and preferences
- Presentation and demonstration of great knowledge of products
- Resolved all client problems and complaints quickly and effectively
- After closing a sale, monitor all details including special requests to ensure customer satisfaction
- Comply with all sales related company policies and procedures
- Ensured excellent store appearance by keeping selling floor organized and stocked at all times
- Retained high standards of merchandising by coordinating special promotional activities as assigned
- Assist in all areas of stock, ordering, shipping, receiving and all shipping/receiving related paperwork
- Maintained of all inventories in the stockroom and on the selling floor
- Participate in inventories

##### Achievements

- Surpassed multiple sales goals
- Won Sales Associate of the Month
- Increased returning customers sales
- Built and maintained customers book
- Created new display methods to attract more customers

### Salon Euphoria and spa

Charlotte, NC

#### Front desk coordinator

July 2018 – Dec 2018

##### Responsibilities

- Monitor the phone calls and answer any enquiries
- Schedule all appointments for the customers
- Greet and assist visitors with appointment scheduling
- Oversee all the client files and assist in sending mailers for the promotions
- Handle cash/credit card transactions, fraud prevention
- Take messages and make sure they get to the appropriate employees
- Kept a pleasant appearance of the reception area and of the whole salon
- Meet customers/salon staff requests at all times
- Handle questions in regards the business or offer brochures/cards with business information
- Assist customers in choosing salon services and retail products
- Responsible for new clients orientation with providing excellent customer service
- Accepted and signed for packages and distributed mail
- Responsible for opening and closing the salon

**Salon @ 31st  
Receptionist**

Virginia Beach, VA  
Oct 2017 – Jun 2018

**Responsibilities**

- Monitor the phone calls and schedule all appointments for the customers
- Greet and assist visitors with appointment scheduling
- Oversee all the client files and assist in sending mailers for the promotions
- Administer all payments and maintain a record of them
- Responsible for weekly inventory, replenish stock and control ordering of salon supplies and retail product
- Take messages and make sure they get to the appropriate employees
- Maintained a pleasant appearance of the reception area and of the whole salon
- Responsible for opening and closing the salon
- Provide information and assist customers in choosing salon services and retail products
- Responsible for new clients orientation with providing excellent customer service
- Accepted and signed for packages and distributed mail

**“Best for Less” Chain Store  
Store Manager**

Virginia Beach, VA  
May 2016 – Sep 2017

**Responsibilities:**

- Prepare daily work schedules for the staff, delivery schedules, assign tasks
- Provide training to the new hires
- Implement sales and marketing programs
- Follow marketing programs and maintain internal quality control standards
- Issue official checks and handle the disbursement of cash withdrawals
- Process credit card payments and cash advances
- Reconcile daily transactions and verifying the accuracy of these transactions
- Prepare individual daily balance of cash transactions as well as other reports as necessary
- Perform data entry and administrative duties
- Responsible for price accuracy on all merchandise
- Ensure adequate availability of merchandise at all times
- Responsible for product ordering, returns and account payables with multiple suppliers
- Work with Chain Manager to maintain focus on sales and customer satisfaction
- Working in a fast-paced environment during busy seasonal sales
- Clean and stock retail shelves, as necessary
- Providing outstanding customer service to ensure repeat business