

# HENOK BEHABTU GAUDE

## PROFESSIONAL BACKGROUND

I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. In my previous role as a Sales and Merchandise I demonstrated the ability to work under intense pressure, sell products and services to customer from all backgrounds, handle customer complaints and solve problematic situations as and when they arose. I was promoted twice for exceeding my sales targets.

## WORK EXPERIENCE

### ORGANIZATION

#### POSITION

#### DURATION

- Assisted customers with product selection and inquiries, providing personalized service that enhanced customer satisfaction and loyalty.
- Maintained inventory accuracy and organized merchandise displays, contributing to a visually appealing shopping environment.

### ORGANIZATION

#### POSITION

#### DURATION

- Conducted market research to identify customer needs and preferences, allowing for tailored sales strategies.
- Participated in promotional events and in-store demonstrations, increasing brand awareness and driving foot traffic.

### ORGANIZATION

#### POSITION

#### DURATION

- Delivered exceptional customer service in a fast-paced environment, ensuring a positive dining experience for guests.
- Managed multiple tables efficiently, taking orders and serving food and beverages with attention to detail and promptness.

### ORGANIZATION

#### POSITION

#### DURATION

- Greet customers and help them choose products
- Advise customers how to use and care for products

### SAUDI SNACKS (UAE)

#### SALES MERCHANDISER

#### 2023-PRESENT

### TRANSMALD (UAE)

#### SALES MERCHANDISER

#### 2021-2023

### UNION COOP (UAE)

#### SALES MERCHANDISER

#### 2019-2021

### SAMATHA FLOWER (UAE)

#### SALES MERCHANDISER

#### 2017-2019

## DRIVING LICENSE

LICENSE NO: 678804  
DATE OF ISSUE: 26/12/2018  
DATE OF EXPIRY: 05/04/2026  
TYPE OF LICENSE: LIGHT VEHICLE  
PLACE OF ISSUE: DUBAI,UAE

## DECLARATION

I hereby declare that the information provided in this CV is true and accurate to the best of my knowledge. I understand that any false information may lead to disqualification from the recruitment process.



AL KHAIL GATE, DUBAI ,UAE

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## PROFILE

Dynamic and results-driven sales professional with years of experience in retail and customer service. Proven track record of exceeding sales targets and delivering exceptional customer experiences. Strong interpersonal skills with the ability to build rapport and establish long-term relationships with clients.

## ACADEMIC QUALIFICATION

DIPLOMA LEVEL (ETHIOPIA)

## PERSONAL DETAILS

GENDER	MALE
NATIONALITY	ETHIOPIAN
DOB	25/10/1987
MARITAL STATUS	MARRIED
VISA STATUS	EMPLOYMENT
PASSPORT NO.	EP7756012
DATE OF EXPIRY	10/01/2028

## SKILLS

- Time management
- Communication skills
- Adaptability
- Empathy and patience
- Safety awareness
- Well mannered
- Pro active
- Conflict resolution

## LANGUAGES

- ENGLISH
- ARABIC
- TAMIL
- AMHARIC