



Hiwot Sheferaw

Sales Executive / Customer Service

ABOUT ME

To work with a team of professional in an organization having sound foundation and dynamic environment where ample opportunities exist for enhancing skills as well as career growth. Looking to pursue a career with a well-established organization with an opportunity for mutual prosperity, for myself in form of professional enrichment and growth prospects, and for the organization in terms of qualification, skills & expertise I have to offer to the best of my abilities and commitment.

EDUCATION

COURSE	COLLEGE
Graduate From high school	Higher 12 Secondary School Addis Ababa
Basic computer training course.	Unity University College Addis Ababa
Certificate of English language	Unity College Addis Ababa

WORK EXPERIENCE

Okaidi & Obaibi Store, Marina Mall– Abu dhabi, U.A.E Dubai U.A.E(Al shamshi holding group)

- Delivering personal attention to ensure high customer service and satisfaction, to generate repeat clientele.
- Giving expert advice to clients regarding all the products and different types of services we offer such as Bespoke, Made to order and RTW.
- Monitoring and keeping on track for replenishing in-store inventory and requirements.
- Following up after sales for maintenance and services.
- Handling customer database, other administrative duties and reporting to managers.
- To keep a track on customer Requirements.
- Building the strong relationships with clients and following up on regular basis.

CONTACT

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📍 DUBAI

PERSONAL INFORMATION

Gender **Female**
Date of Birth **May 09, 1989**
Civil Status **Single**
Citizenship **Ethiopian**
Visa Status **Visit visa**

LANGUAGE

English – Excellent
Arabic –working knowledge

SKILLS

- Build Strong Relationships
- Customer Services & Satisfactions
- Customer Retention
- Team Building
- Team Leadership
- Team Management
- Sales Motivation
- Fast Learner
- Highly Motivated Self Starter
- Learning Quickly
- Time Management
- Multitasking

Aljber Security Group U.A.E Dubai U.A.E (2010-2012)

- Parking Control
- Report any suspicious behaviors and happenings
- Secure all exits, doors and windows
- Monitor surveillance cameras
- Respond to alarms and react in a timely manner
- Provide assistance to people in need
- Submit reports of daily surveillance activity
- Submit reports of every suspicious action
- Monitor property entrance
- Authorize entrance of people and vehicles

EDNA MALL Addis Ababa (Ethiopian)

Team Leader as a Sales Associate

- Leading the service team of 6 team members to ensure a smooth running of day-to-day business operations.
- To ensure the team is able to deliver the tasks in the time line in the best manners.
- Handling various customers facing situations and ensuring to provide the best services to the customers.
- In charge of cash handling for the entire team on duty.
- Ordering the item from a warehouse.
- Achieving the sales target and reporting the service general managers for the requirements and action plans.
- To train all new team members to become the perfect sales associate.

MAC COSMETICS AND MAKE UP STORE IN ADDIS ABABA (Ethiopian)