



# 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.

### Parois Shoe Accessories Bag Store, In Abu Dhabi- Yas Mall

- Drive sales by providing exceptional customer service and product knowledge in a fast-paced retail environment.
- Led promotional initiatives to drive sales and increase brand visibility both online and in-store.
- Collaborate with team members to maintain store cleanliness and organization, ensuring a welcoming atmosphere for customers.

## CONTACT

✉ sharewhiwot@gmail.com  
☎ +971 522538281  
📍 DUBAI

## PERSONAL INFORMATION

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

## Promod Ladies Fashion And Shoe&BagS&Accessories- In Dubai

### 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 Perfums Store In Addis Ababa Ethiopia

- Provided personalized customer service by assisting clients in selecting cosmetics and fragrances tailored to their preferences and skin tones.
- Demonstrated in-depth product knowledge and expertise in MAC Cosmetics' makeup and fragrance lines, fostering trust and loyalty among customers
- Actively engaged with customers to understand their needs and recommend products, resulting in increased sales and customer satisfaction.
- Facilitated product demonstrations and makeup applications, showcasing the latest trends and techniques to enhance the customer experience.
- Maintained a clean and organized store environment, including restocking shelves, arranging displays, and ensuring compliance with brand standards.
- Contributed to team success by meeting and exceeding sales targets, participating in staff training sessions, and sharing product knowledge with colleagues.