

CURRICULUM VITAE

GENET BIRU YADETE

Contact Number: +971524727915

Email: genetbiru0021@gmail.com



POSITION DESIRED: SALES REPRESENTATIVE

PERSONAL PROFILE

Date of Birth	:	26 July 1985
Civil Status	:	Single
Gender	:	Female
Nationality	:	Ethiopian
Language	:	English, Amharic
Visa Status	:	Employment Visa (Free Lances)

OBJECTIVE

A firm desire to work as sales women and be successful in my profession in globally respected companies in order to agree the nature of work with my ambitions and to achieve the objectives of the company with honesty and dedication to my work through self-development and continuous upgrading of my knowledge and skills.

WORK EXPERIENCE

SHOP IN GLOBAL VILLAGE, DUBAI, UAE

DURATION: 4 YEARS (SEASONALLY)

Position: Sales Lady / Customer Service

Duties and Responsibilities:

- ✓ Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- ✓ Opens customer accounts by recording account information.
- ✓ Maintains customer records by updating account information.
- ✓ Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction.
- ✓ Recommends potential products or services to management by collecting customer information
- ✓ Analyzing customer needs. Prepares product or service reports by collecting and analyzing customer information.
- ✓ Contributes to team effort by accomplishing related results as needed.

NADI SHOP, SHARJAH, UAE

Duration: 2 years

Position: Sales Representative

Duties & Responsibilities:

- ✓ Greeting customers entering the shop
- ✓ Representing the company in a professional manner
- ✓ Understanding and applying the mandate of the service depending on customer demand.
- ✓ Provide professional, prompt and courteous client support by listening to clients and responding in a way that meet their expectations.
- ✓ Identifying customer needs and if technical, redirect the customer to technical department.
- ✓ Resolve customer complaints during service
- ✓ Stocking and Merchandizing company products
- ✓ Ensure that customers are satisfied with the sales and service of company products.

Pluto Real Estate, Addis Ababa, Ethiopia

Duration: 2 years

Job Position: Sales Executive

Job Description:

- Build and maintain relationships with clients.
- Create compelling sales pitches.
- Sell the company's products and services.
- Complete all paperwork relating to a sale.
- Perform research on the competition's services.
- Reach out to potential clients to inform them about our products and services.
- Responsible for providing knowledge of the fabrics and materials to customers.
- Handle the tasks of preparing and maintaining sales record on a daily basis.
- Participate in sales trainings and programs to enhance sales skills and techniques.
- Maintaining solid product knowledge and all other aspects of customer service.
- Maintain an awareness of all promotions and advertisements.
- Assist in processing and replenishing merchandise and monitoring floor stock.
- Aid customers in locating merchandise.

EDUCATIONAL QUALIFICATION

- Completes Secondary School

SKILLS

- Excellent customer service skills and demonstrable experience
- Articulate and good telephone manner
- Excellent written communication skills, particularly for a sales audience
- Excellent negotiation and persuasive skills

STRENGTHS

- Good interpersonal and communication skills
- Confident and Self motivated
- Be able to work individually or as a team with or without supervision
- Flexible and adapt to different working environment quickly
- Ability to work for long hours under pressure

REFERENCES:

Can be provide on request

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge.

GENET BIRU YADETE