

ANITA SHARMA

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Bur Dubai, Dubai, United Arab Emirates

CREATIVE, PROACTIVE, RESPONSIVE

PROFILE

Enthusiastic and ambitious customer service specialist with wide-spread transferable skills in management, sales, and operations. Exceptional ability to connect with people and understand their wants, needs, and desires and delivering legendary service on every interaction.



WORK EXPERIENCE

AL MERAK ACCOUNTANT SALES ACQUISTION EXPERT

12/2020-till date

- Builds business by identifying and selling prospects.
- Maintaining relationships with clients.
- Identifies business opportunities by identifying prospects and evaluating their position in the industry
- · Researching and analyzing sales options.
- Understanding customer needs
- Collecting customer information
- Explaining product features

SEPHORA, DUBAI, UAE SALES ASSOCIATE

09/2018-06/2020

LEO AGGOGIATE

- Listen & respond to customer's needs & concerns.
- Provide information about product & services.
- Review or make changes to customer's account.
- Handle returns or complaints.
- Research answers & solutions as needed.
- Record details of customer contacts & actions taken. Serving customers at the sales counter.
- Offering face to face advice to customers on the shop products.
- Maximizing store revenue by suggesting upgrades and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.

NESTO HYPERMARKET, AJMAN, UAE

SALES ASSOCIATE/ CASHIER

02/2016-03/2018

- Advising & serving customers.Processing payments.
- Assisting customers in order to help them find what in need.
- Ensuring stock levels are well maintained.
- Promoting store cards or special offers.

NEEL DAVID'S BEAUTY SALON, NEPAL

BEAUTICIAN/HAIR DRESSER

07/2013-10/2015

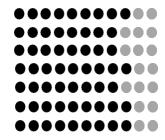
- Cut and style hair using appropriate products (e.g. clay, cream, serum)
- Provide custom manicures and pedicures
- Provide facials and apply makeup selected by customers
- Update customer records with each visit
- Answer phone calls and schedule appointments
 Up-sell and cross-sell services and products when possible

+ Interpersonal Skills

Good Coordinator Good Team Player Flexible & Multitasker

Objectivity

Communication Skills
Decision Making
Safety Management



+ LANGUAGE

Hindi Native
English Professional
Nepali Native
Urdu Professional

+ TECHNICALTRAINING

- Basic Computer& MSOffice Course
- Fire Safety & Fire Prevention Training
- First Aid and CPR Training
- OD- People of Determination from SIRA
- HAIR STYLING Training
- DPS/ SIRA Training Certificate from Dubai Police Academy

+ EDUCATION

BACHELORS' DEGREE TRIBHUVAN UNIVERSITY, NEPAL 2015

Higher Secondary Education HSEB Board, JHAPA, NEPAL

2011

PERSONAL DETAIL

Nationality
Marital Status
D.O.B
Religion
Passport No.

Nepalese
Single
12/09/1994
Hindu
08923796

HOBBIES









Book Reading Making New Friends

Travelling

Listening To Music