



## **Ezoza Supikhodjaeva**

**Nationality:** Uzbekistan

**Gender:** Female

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**E-mail:** [ezoza7@gmail.com](mailto:ezoza7@gmail.com);

Goal-driven, articulate, with excellent communication, interpersonal, and team management skills as well as a strong client management skills. Open to new challenges and opportunities in Dubai.

The main objective is to enhance my professional experience and explore new learning opportunities that will help achieve career goals. Comfortable working in a fast-paced, growth-orientated, and multicultural environment.

Good grooming with a pleasant personality with experience in media, retail, and financial industries. A team player who's passionate to work creatively and flexibly.

Expertise in customer relationship management in the Financial Industry, including account management, customer support, and trading platforms.

Experienced in Luxury Retail, specializing in different product categories including fashion, bags, shoes, jewelry and accessories.

Worked in TV and Radio as an editor, presenter, and director-producer.

### **PERSONAL & PROFESSIONAL SKILLS:**

**Soft Skills:** Leadership skills, Dedicated, Team worker, Accountability, Fast Learning, Creative Mind, Innovator, Organizational skills, Extremely Positive, Strong Motivator, Flexible, Problem Solving;

**Hard Skills:** Computer Literacy, MO, Sales Strategy, Sales Performance, Dubbing, Voice Record Directing, Programing, Public Speech, Web Design, Photoshop. Skills in IT systems include Salesforce; MT4 Manager; Mt5 Manager; Backoffice Account Management; Teamwox Software; retail POS

Languages : fluently- English, Russian, Uzbek, Turkish;  
good - Urdu & Hindi, Persian, basics - Arabic.

## **WORK EXPERIENCE:**

### **Guest Relations Executive, Museum of the Future (November 2021 – Present) Dubai, UAE**

- Professional Tour Guide with breathtaking Storytelling;
- Proactive interaction with visitors, sharing full detailed information about each Level, and providing unforgettable experience about Museum of the Future;
- Support the guest flow throughout the Museum of the Future;
- Provide exceptional visitor service experiences for guests throughout their visit;
- Monitor daily ticket bookings, and ensure all logistics are prepared prior to welcoming guests;
- Promptly address guests' requests, and actively listen to and resolve complaints;
- Promote all MOTF amenities and programs offered.

### **Account Officer, Multibank Group (August 2020 – October 2021) Dubai, UAE**

In charge of all applications, that get submitted by clients. Responsible for approving new accounts.

**Responsibilities include:** communicating with potential clients; processing of applications; troubleshooting and resolving new application issues; generating necessary reports; hiring & training new hires.

### **Store Manager at Marchesa Boutique, Ginza Fashion Retail (2018 September - till March 2020, Dubai, UAE):**

- Brand development, Research, Brand Strategy, Purchasing, improving an excellent, luxury customer service & satisfaction and meet monthly sales goals at all times;
- Supervisory Skills, Sales Strategy, Sales Management, Fashion Buying, P&L Management, Quality Control, B2B, Retail Operations, Retail Marketing;
- Customer Relationship Management (CRM), Increasing Conversion Rate & Customer Loyalty. Identify customer needs, support in fashion styling;
- Staff Training. Staff Scheduling. Team motivation. E-commerce. Online marketing. Demonstrate and maintain product knowledge, brand activation, fashion trends, visual merchandising, Product Training, Customer Engagement Training;
- Prepare detailed reports on buying trends, customer requirements, and profits;
- Undertake store administration duties such as managing store budgets and updating financial records. Monitor inventory levels and order new items. Create business strategies, expand store traffic and enhance profitability;
- Public Relations, Customer Reviews;

- Working with Social Influencers - Influencer Marketing, scheduling appointments with them and photo-shoots, follow up their work on social media, Brand Marketing, Lead Generation, Project Management, New Business Development;



**Brand Ambassador of Carolina Herrera, Chalhoub Group (2018 April – 2018 September, Dubai, UAE):**

- Luxury Retail, specialized in different product categories including fashion, bags, shoes, jewelry and accessories, for ladies, men & kids - home-style;
- Responsible for achieving sales goals and developing lasting client relations through providing the highest level of customer service, complying with company policies, procedures, and directives.



**Employee Relations Specialist & Office Manager at MNQ Investment (2017 January – 2018 April, Dubai, UAE):**

- Maintain a productive work environment by approaching employees requests individually;
- Collect & analyze employee data, participate in HR inductions for the joining employees;
- Oversee employee orientation & training, help in resolving work-related problems in the company;
- Be the main contact between employees & management. Managing employees' complaints & take prompt necessary actions;
- Conduct research, updating social media;
- Presentation preparation & assemble reports, along with proofreading & editing business reports;
- Data entry. Database management;



**Luxury Fashion Sales Consultant and Brand Specialist of Harvey Nichols Department store, Al Tayer Group (2015 November – 2017 January, Dubai, UAE):**

Responsible for achieving sales goals and developing lasting client relationships through providing the highest level of customer service, complying with company policies, procedures, and directives;

- Build and strengthen relationships with customers, deal with different nationalities and personalities and always put the customers at ease;
- Deep knowledge of Luxury Goods, POS Transactions & personal clients database

**Education:**

- ▣ Graduated from "The Tashkent State Institute of Oriental Studies" - BA. Turkish Language & Literature;