

# Karol Nicola Morcos



**Date of Birth** June 14<sup>st</sup>, 1994  
**Marital Status** Single  
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**Address** Dubai, UAE  
**Nationality** Syrian  
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## PERSONALPROFILE

Extremely motivated fragrance and perfume sales professional with 6+ years' successful track record. Deep insight into manning perfume kiosks and counters in busy retail settings. Effectively assists customers with all aspects of service fulfillment by demonstrating proficient use of retail sales techniques. A customer-service-oriented individual who is known for his ability to convince others. Bilingual: English/Arabic.

## PROFESSIONALEXPERIENCE

### Fragrance Sales Associate-Maa Althahab

2018-2021

- Greet customers as they approach the perfume counter
- Inquire into customers' perfume buying needs
- Provide information on new perfume lines and their prices
- Assist in selecting perfumes by providing information on popular picks
- Give free perfume samples in a bid to assist customers in deciding which brand to buy
- Provide customers with information on special deals and discounts
- Perform suggestive selling to ensure additional sales
- Run customers through the purchase process
- Provide assistance in paying and tender change and receipts
- Set up perfume bottles and boxes, and testers according to company policies and procedures
- Properly display and maintain the stock levels
- Ensure that low stock situations are communicated to the supervisor in a timely manner.

### Retail Sales Associate

- Set up shelves and displays to ensure that all items are properly stacked and displayed
- Coordinated efforts with storage personal to ensure timely and accurate delivery of items to the front end
- Assisted customers in choosing the right product by performing demonstrations and providing them with information regarding the item
- Ensured that all store areas were properly cleaned and maintained in accordance with the company's standards
- Led customers through payment processes by ensuring that transactions are accurately handled.

### Marketing Assistant

Francofolie

2018 - 2019

Beirut, Lebanon

- Compiling and distributing financial and statistical information such as budget spread sheets.
- Analysing questionnaires.
- Writing reports, company brochures and similar documents.
- Organising and hosting presentations and customer visits.
- Assisting with promotional activities.

## EDUCATION & TRAINING

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- 2019 University of Tishreen / Latakia, Syria:  
Faculty of Arts & Humanities, Department of English Literature  
Certificate/Life Skills Facilitator.
- 2020 UNICEF / Latakia, Syria:  
Certificate / Prevention of Sexual Exploitation and Abuse (PSEA)
- 2020 Phenix / Latakia, Syria:  
Certificate / Advanced Report & Proposal Writing

## WORKSHOPS ATTENDED

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- 2019 - Customer Service - Youth Development and Participation Center / Latakia
- 2019 - Application of Focus Groups – UNICEF / Tartus
- 2018 - Training Techniques for Children – Syrian Commission for Family and Population
- 2018 - Affairs in collaboration with UNICEF / Latakia
- 2018 - Definitions of Violence & Methods of Assistance – UNICEF / Damascus

## LANGUAGE SKILLS

Native Language	Arabic
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Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1

## ADDITIONAL SKILLS

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- Microsoft Office (Word and Excel), internet research and other computer programs
  - Excellent marketing, management, organizational and problem-solving skills
  - Experienced in coordinating and delivering capacity building training, workshops and seminars
  - Able to work well in a fast-paced environment producing positive results
  - Ability to multi-task and work alone or within a team setting
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