

# MIRAJNIKKA F. JAMERI

Al Ain, U.A.E.

Mobile #: +971501361744

Email: Mirajnikka19@gmail.com



## Summary:

Skilled Sales Associate with 3 years experience in customer service in retail and hospitality industry, who can provide high quality customer service. Proficient at assisting customers and responding inquiries. Specializes at maintaining detailed knowledge of sales. Often exceeds sales target quotas while ensuring customers leave happy and satisfied.

## Skills:

- ✓ Motivated seller
- ✓ Customer service focus
- ✓ Product knowledge
- ✓ Good Communication
- ✓ Service minded
- ✓ Multi-tasking strength
- ✓ Merchandising
- ✓ Basic computer skills

## Experience:

### Sales Associate (July 1 2017 - Current)

Mauzan Trading Company L.L.C. Al Ain Mall, Al Ain U.A.E.

- ✓ Greeting customers, assisting customers providing high level of customer service and representing the brand.
- ✓ Providing luxury experience to all clientele.
- ✓ Experienced in assisting high profile clientele.
- ✓ Taking orders of custom-made garments.
- ✓ Responding to questions and dealing with complaints.
- ✓ Cross selling, selling readymade garments and perfumes.
- ✓ Developed and maintaining personalized relationships with clients.

- ✓ Trained new employees on customer service, company policies and organizing strategies.
- ✓ Visual Merchandising, merchandising sales racks to increase customer engagement and store revenue.
- ✓ Monthly inventory, checking and inspecting all items, stocks are in good condition.
- ✓ Completing the purchases, making sure customers are satisfied with the items.
- ✓ Operating system, handling cash opening and closing cahier.
- ✓ Achieving store monthly target.

**Receptionist (April 11 2016 - April 15 2017) CA Atilano Pension House, Zamboanga City, Philippines**

- ✓ Welcoming guest, providing customer service.
- ✓ Taking reservations through telephone and email.
- ✓ Preparing bills and dealing with payments.
- ✓ Provide guests with information, answering guest queries and deal with complaints.
- ✓ Providing guest satisfaction.

**On Job Training 600 hours (2016)**

Ever O Business Hotel, Zamboanga City, Philippines

- ✓ Greeting every guest with a smile.
- ✓ Competent at ensuring each guest room meets established level of sanitation.
- ✓ Ability to communicate information in customer able to handle request.

**Education:**

**Zamboanga State College of Marine Sciences and Technology**

Bachelor's Degree (2012 – 2016)

- ✓ Hotel and Restaurant Management.

**Personal Information:**

Age: 24 years old

Date of birth: February 19,1996

Sex: Female

Civil Status: Single