

Reem Srouer

Management Information System

Dubai, United Arab Emirates

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EDUCATION



2019-2021

Lebanese Internatinal University

Management Information system

LANGUAGES

English

Arabic

ABOUT ME



A fresh graduate in management information system, seeking a challenging position in a progressive organization that offers opportunities for advancement where I can develop my skills and experience.

SKILLS

- Leadership
- Time management
- Communication
- Multitasking
- Creative thinking
- Teamwork
- Public Speaking
- Management
- Customer Service
- Active listener
- Fast Learner
- Organizational skills

WORK EXPERIENCE



Client Advisor Gucci Dubai Mall

December 2022-Current

Functions and Responsibilities:

- Focus on client telling through specified application for clients after purchasing.
- Follow up in informing all clients once the newness arrived.
- Dealing with client's queries and complaints.
- Follow up with all training regarding the product's material and story telling.
- Ensure achieving all KPI's and NPS target.
- Understand and support store operations, policies and procedures

Educator LuluLemon Majid Al Futtaim Mall of the

Emirates 2021-October 2022

- Greeting and providing assistance to clients in a prompt and friendly manner.
- Proven ability to create a positive customer service experience that encourages repeat business.
- Actively engaging with customers in order to provide them with assistance and information pertaining to purchasing decisions, product availability, and promotions.
- Demonstrating expert knowledge of products and services to promote sales and build clients loyalty.
- Meet and exceed daily sales targets by leveraging strong interpersonal skills to build relationships with customers.
- Capturing data of our clients to build loyal lasting relationship.
- Handling mission marina mall to lift up the store by :
- Client Telling techniques to enhance the community by building long last relationship with clients.
- Detect, anticipate and provide regular feedbacks on customers' need.
- Ensure achieving KPI's and NPs score monthly.

Trainings

- Customer Service
- Product Knowledge
- Vm training

Sales at Okaidi

2018-2021

- Greet customers, offer assistance and serve them in order to ensure their needs and complaints are answered in a timely manner with quality and customer service standards creating customer loyalty and portfolio
- Follow up in informing all clients once the newness arrived
- Oversee the shop's image and ensure its compliance with the brand's standards, verify and follow up on the cleanliness, display and maintenance of the shop including the window, cash and stock room.