

***Curriculum Vitae***

**Of**

**HASNA MOUSTAQUIL**

***CAREER OBJECTIVE:***

Looking for a company where I can apply my knowledge & maximize my skills and to be part of a team & be a part of the company’s growth & success.

***CAREER HISTORY***

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| ***From*** | ***To*** | ***Position*** | ***Company*** |
| **MARCH 2012** | **PRESENT** | **SENIOR SALES EXECUTIVE**  **FOR SHESIEDO** | **PARIS GALLERY**  **PARIS GALLERY -DUBAI MALL** |

***Job Description:***

* Handling Customer Service.
* Encourage and convince the customer about the product to achieve company and department target.
* Direct reporting and guided as per instruction of the manager.
* Supervise the stock availability.
* Control the arrival and the opening of the stock.
* Display and arranging product as per company’s concept and brands.
* Counting the shipment and immediate display to achieve sales target.
* Handling Inventories
* Resolve the customer problems and to let them satisfied with a good service.
* Report to direct manager the problems and conflicts that occure during the shift
* Providing suggestions that can boost the sales

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| --- | --- | --- | --- |
| ***From*** | ***To*** | ***Position*** | ***Company*** |
| **FEBRUARY 2010** | **JANUARY 2012** | **SENIOR SALES EXECUTIVE**  **FRENCH DEPARTMENT STORES** | **‘’GALLERIE LAFAYETTE ’’**  **DUBAI MALL-DUBAI** |

***Job Description:***

* Customer Service.
* Encourage and convinced the customer about the product to achieve companies and departmental target.
* Following the instruction of the manager.
* Organize and communicate between the manager and the staffs
* Monitoring the staffs
* Arranged weekly schedule
* Supervise the stock works.
* Control the arrival and the opening of the stock.
* Display and arranging product as per companies concept and brands.
* Counting the shipment and immediate display to achieved sales target.
* Handling Inventories
* Resolve the customer problems and to let them satisfied with a good service.
* Report to direct manager the problems and conflicts that occur during the shift
* Providing suggestion that can boost the sale.

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| ***From*** | ***To*** | ***Position*** | ***Company*** |
| **DEC. 2005** | **MAY 2007** | **CASHIER**  **BERSHKA-QATAR** | **AZADEA HOLDING**  **QATAR** |

***Job Description:***

* Open and close the cash
* Organize the files
* Receiving and sending faxes
* Counting the money of the fund cash
* Control the petty cash
* Making the daily staff breaks
* Receiving the calls and communicate between the supervisor and the staffs
* Doing the transactions if it’s cash or credit
* Try to convince the customer about the product
* Call the customer and inform them about the new arrival in order to increase the sale
* Shipments confirmations
* Doing transfers between stores
* Banking the money
* Do the customer’s reservations
* Receiving all the files of the other shops of the company
* Train the new cashiers

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| --- | --- | --- | --- |
| ***From*** | ***To*** | ***Position*** | ***Company*** |
| **JANUARY 2003** | **JULY 2004** | **RECEPTIONIST** | **HOTEL: “SHERATON “CASABLANCA: MOROCCO** |

***Job Description:***

* Book in and out of the new arrival guests
* receive the calls
* control the guest goods
* answer all the guests’ suggestions
* try to give the guests any information they need
* Follow up payments from clients.
* Answering phone calls courteously.
* Making some clients is extremely pleased with warm and performed.

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| ***From*** | ***To*** | ***Position*** | ***Company*** |
| **march 2001** | **October 2003** | **Sales consultant** | **O”gallery**  **“CASABLANCA: MOROCCO** |

***Job Description: dolce and gabbana,gf ferre,just cavalli,roberto cavalli.versace***

* Book appointments with VIP clients to advise and to select to them there style and to give fashion advices
* Handle many luxury brands
* Receive the stock and contact my clients to get the best arrivals
* Display the new arrival according to the standard and the guide line of the brands
* Inform the manager about the best selling pieces and the slow movers to spot light on them
* Control the stock and to manage and to support for the inventory
* Send and receive e mails to and from my clients to be online all the time
* Try to give the best and the supreme satisfaction to my clients
* Apply the company’s rules
* open and close my section and send reports to my direct managers
* open and close the cash and to keep arranged
* check the reservations and follow up with the clients to release or to extend the reservation according the company rules

***SKILLS and TRAINING ATTENDED:***

* Informatics.
* power point
* Navigation on the Net.
* Selling technique certificate
* Customer service certificate 2008 Qatar
* Holding Valid UAE Driving License

***PERSONAL INFORMATION:***

Full Name : Hasna Moustaquil

Date of Birth : 12 December 1983

Place of Birth : Casablanca, Morocco

Marital Status : Single

Nationality : Moroccan

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Dubai, U.A.E.

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Languages : Fluent in Arabic, French, English

Visa Status : Residence – Transferable

References : Available upon request