

Donna Caroline

RECEPTIONIST

A dedicated individual who renders all my will and motive for the betterment morally, personally and socially. Good in verbal and written communication skills and highly motivated, ambitious and geared in providing high standards of services.

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CAREER OBJECTIVES

To use my knowledge and experience appropriately in order to flourish within any given position that may encounter, while absorbing any in every experience along the way.

EXPERIENCES

SALES ASSOCIATE

Jet International Knitting Ltd. *Jul 2016 - Present*

- Improving engagement with merchandise and providing outstanding customer service.
- Keeping up to date with the features and benefits of each product.
- Ensuring the store stocks are constantly replenished.
- Guiding the customers about the product by providing enough information and advice.
- Playing along with the team and contributing to a collective effort by accomplishing the expected targets.
- Explaining the pros and cons of using a certain item and honestly guiding the customer into buying a product after closely considering his or her requirements.

EXHIBITOR SALES ASSOCIATE

Grace Jewelry Shop *Nov 2015 - Apr 2016*

- Greet and welcome customers entering the shop.
- Answering the query in a good manner.
- Report daily sales.
- Clean the area.

BRAND AMBASSADOR of Sony Xperia Smartphone

Sony Music INC *Jan 2014 - Sep 2015*

- Acknowledge the presence of the customer and build a friendly relationship with them to ensure customer satisfaction.
- Answers question about the brand.
- Demonstrates how products work.
- Sending report daily for monthly KPI.

SKILLS

Computer
Literate
Excellent MS
Excel Skills

Good
Communication
Skills
Customer
Service

Ability to Work
Under Pressure
Teamwork
Problem Solving
Time
Management

EDUCATION

BS in Information Technology
Columbia University New York, NY *Jun 2008 - Apr 2012*

LANGUAGES

English
French

German
Arabic