

Solange Valentina Cuevas Diaz

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**Profile summary**

I have expansive experience in customer service, sales and promotions.

My experience with customer service sales and promotions has given me knowledge of how to handle certain situations in a professional way and provide excellent customer service. I have confidence to approach customers and quickly create a relationship with them.

I hope that I will have an advantage working in Dubai, as it is such a diverse city with many nationalities residing here, I imagine that being fluent in both Spanish and English will be of use in many situations.

**Education & Skills**

* Degree in social communications and journalism
* Diploma of flight attendant, cabin crew
* Fluent English and Spanish
* Knowledge of French language intermediate
* Knowledge of Italian language advanced
* Knowledge of Portuguese language advanced
* Hight costumer service skills and communication
* Sales Associates skills
* Real state knowledge
* Certificate in computer repair
* Management certificate programs excel word, Microsoft word, power point
* High school graduated
* Customer Service

**Previous Employment**

**Samsung : Dubai Mall, mall of emirates** **July 2016 – October 2023**

**Position: Sales Assistant.**

Currently working as a sales assistant in Dubai Mall, working as part of a team dealing with customers and achieving targets.

I have gained extensive experience, in customer service, I have also completed a 4-week training course with the company.

**Florence international school**, **Santo Domingo** **Jan 2014 Dec 2015**

**Position: Assistant Sales Manager**

My role at Florence International was to increase the number of students for Florence international school for each new school year, we sold schooling packages mainly by telephone and email. I was recognized by my manager very early on for my high sales and good efficiency, I was also in charge of maintaining the school, making reports on a daily and monthly basis and reporting figures to my account manager.

 **Modelling Agency group**

 **Santo Domingo** **Sept 2013-March 2016**

 **Position: Brand Rep**

 I was in charge of representing a new refreshing beverage brand (popular in Dominican) as a model. I also promoted the product to the audience in public and private places, for example 5-star hotels and restaurants.

I also provided information to clients about the company and the products we offered.

**Mundisa, Bebidas del Carib**e F**eb 2012-Sept 2013**

**Santo domingo**

**Position: Promotor**

My role here was to represent the Bebidas del Caribe brand of food and beverage in a professional manner. The goal was to boost sales of the product and provide information to customers about new/up and coming products.

**Unilever**

**Santo Domingo**

 **Dec 2011 Feb 2012**

**Position: Promoter**

I enjoyed working for Unilever as they ae such a global and well-known brand. I was in charge and responsible for promoting the product, organizing displays and ultimately ensuring sales.

**Euro Divisas, Foreign Currency Exchange Aug**  **2012-Dec 2012**

**Santo Domingo Airport**.

**Position: Promotor**

Although very similar to my other previous roles, the financial side of working at the currency exchange was more challenging for me – which I enjoyed. I was responsible for checking the currency rates and keeping them updated, inviting customers to exchange their money with us, and promoting the benefits of Euro Divisas as a company.

**Hostess, Hotel Hilton Sep 2010-Jun 2012**

**Santo Domingo**

**Position: Hostess**

In this job position was in charge of giving the welcome to the customers at the entrance of the hotel, giving information on prices per night in the hotel, providing information of reservations in restaurants and entertainment venues, in this position I learned about service At the hotel level.

**Hostess, Neptunos Restaurant Oct 2009-May 2010**

**Santo Domingo**

**Position: Hostess**

In this role I was in charge about Supervising and coordinating activities of dining room personnel to provide fast and courteous service to patrons: Schedules dining reservations and arranges parties or special services.

**Thankyou for taking the time, to read my CV. I hope to hear from you soon.**

**Sincerely, Solange Valentina Cuevas diaz**