



Personal

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Languages

Russian ● ● ● ● ●

English ● ● ● ● ●

Customer-focused retail professional with 5+ years in luxury sales, seeking a position in a dynamic, high-end retail environment where I can contribute to customer satisfaction and revenue growth.

Skills

Excellent customer service ● ● ● ● ●

Handling VIP customers ● ● ● ● ●

Problem-solving ● ● ● ● ●

Cash and tax-free transactions handling ● ● ● ● ●

Work experience

Senior Client Advisor Nov 2022 - Sep 2024
QATAR AIRWAYS, Hamad International Airport, Mont Blanc (Duty Free), Doha

- Increased monthly sales by 15% by building strong relationship with VIP customers.
- Assist in all stores operational tasks (VM, product knowledge, customer and airport staff reservation, etc.)
- Effective handling of customer complaints.
- Ensure the store operations are carried out within established Brand Guidelines and high standards.

Client Advisor Sep 2021 - Nov 2022
QATAR AIRWAYS, Hamad International Airport, PIAGET (Jewelry / Watches), Doha

- Assist international travelers in selecting products and provide styling advice.
- Build relationships with frequent travelers and VIP customers.
- Process transactions, including tax-free purchases, efficiently.

Sales Associate Sep 2019 - Aug 2020
ZARA, Dubai Holding Group, Abu-Dhabi / Ras Al Khaimah

- Greet customers and assist them in finding products.
- Offer styling advice and recommend suitable clothing options.
- Participated in the pre-opening of a new branch, In Ras-Al-Khaimah in March 2020.

Sales Assistant Nov 2016 - Mar 2018
AURA Hospitality (Riviera Maison - Furniture), Doha

- Recommending furniture based on style, budget and requirements.
- Demonstrating product features and benefits.
- Processing sales transactions and financing options.

Education and Qualifications

Bachelor of Arts in Economics Sep 2013 - May 2019
International University of Kyrgyzstan, Kyrgyzstan