



# SHOKHJAKHON TOKHIROV

## CONTACT DETAILS

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Dubai / JBR / Jumeirah beach residence #1

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## PERSONAL PROFILE

I FEEL THAT MY GREATEST STRENGTHS ARE MY ABILITIES TO DEVELOP AND MAINTAIN A CLOSE WORKING RELATIONSHIP WITH MY CUSTOMERS. THIS ALLOWS ME TO GAIN A DEEP UNDERSTANDING OF THEIR INDIVIDUAL NEEDS AND REQUIREMENTS. THEN I CAN DELIVER A PROFESSIONAL RESPONSE TO THEM

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### PROFESSIONAL INTERPRETER / CUSTOMER SERVICE REPRESENTATIVE

JUNE 2020 - CURRENT TIME

"TELEPERFORMANCE LLC", DUBAI, UAE.



- Acting as Interpreter between a wide range of people with diverse voices, accents, speaking tempos and personalities.
- Providing parties with clear and exact interpretations of verbal communication in the spheres of Sales and Marketing, Real Estate and Developers Community, Medical institutions, Banks and Finances, Educational organizations, Insurance companies.
- Providing clear and exact interpretations of conversations, questions, answers, statements, arguments, explanations and other forms of verbal communication.
- Interpreting with no additions or omissions.
- Complying with applicable ethics and standards.
- Answering calls professionally to provide information about products and services.
- Processing customer requests, forms and applications.
- Following up to ensure that appropriate actions were taken on customers requests.
- Referring unresolved customer grievances or special requests to designated departments for further investigation.
- Providing excellent customer service experience

### SALES ASSOCIATE

NOVEMBER 2019 - MAY 2020

"AL FUTTAIM COMPANY LLC", DUBAI, UAE.



- Introducing and selling goods at REEBOK and THE SOCIAL FOOT brand stores by maintaining long-lasting relationship with clients
- Ensure high level of customer satisfaction through excellent sales service
- Advising the customer on the product features and handling all the procedures at cash counter using Win POS system
- Advising on forthcoming product developments, getting to know FAB of all new coming products before the delivery
- Preparing daily sales/store reports using EXCEL / SAP systems, keeping track of emails and responding to them on time

- Reviewing own sales performance and achieving personal and store targets
- Achieving sales targets above 10-20% through professional customer service, passion for selling and strong presentation skills
- Dealing with customer issues and providing after sale service

## FRONT DESK EXECUTIVE

OCTOBER 2018 - OCTOBER 2019

EMERALD PALACE KEMPINSKI



Emerald Palace  
Kempinski

DUBAI

- Checking in the arriving guest and checking out the departing guests in a friendly and caring manner .
- Accommodating special requests whenever possible. If needed, assist guests in completing the registration cards.
- Using suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Receiving payment from guests, settling the guest account and handling all types of transactions.
- Answering all guest requests and questions in a friendly and caring manner, whether by telephone or in person, provide/receive information and taking appropriate actions
- Being well informed of product and service knowledge as well as the hotel daily and meeting activities/room reservation procedures.

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## ACADEMIC BACKGROUND

SEPTEMBER 2014 - JULY 2017

PROGRAMMING AND  
WEB DESIGN DEGREE - ANDIJAN COLLEGE OF INFORMATIONAL TECHNOLOGIES

ANDIJAN, UZBEKISTAN

SEPTEMBER 2005 - MAY 2014

SPECIALIZED SCHOOL #34 (IN FOREIGN LANGUAGES AND LOGISTICS)

ANDIJAN, UZBEKISTAN

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## SKILLS

- **Communication** - Professional and yet friendly communication with managers, colleagues and other staff members
- **Customer service** - Able to build memorable relationship with customers and maintain their loyalty
- **After sales service** - Meeting the expectations of clients assisting and giving information on their return
- **Problem serving** - Creative problem solver generating workable solutions and resolve complaints
- **Inventory handling** - Undertaking stock replenishment and monitoring procedures
- **Organisational ability** - As a multitasker, I effectively track the procedures of various tasks
- **Computer skills** - Advanced user of Microsoft pack, Confident user of SAP / Win POS systems, Good user of Adobe package, Excellent user of : Opera Hotel management system.

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## LANGUAGES

\*ENGLISH - FLUENT    \* RUSSIAN - FLUENT    \* TURKISH - FLUENT    \*UZBEK - NATIVE