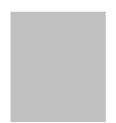PERSONAL INFORMATION

CORAL HADID

📍 Barcelona, Spain

📞 +34**** 📱 +34***

✉ Firstname.middlename@gmail.com

🌐 csss.es

💬 Skype

Sex Female | Date of birth 2/09/1991 | Nationality Spanish

JOB APPLIED FOR **Sales Representative**

WORK EXPERIENCE

July 2017-present

Sales Representative

Arrabiata|Barcelona, Spain| www. arrabiata.com

Attend customer complaints and requests and send them to the appropriate department for a prompt response.
Ensure that every customer is attended to as soon as possible.
Treat every customer with respect and regard with the understanding that their opinion matters.
Maintain communication with the clients via emails, calls, and chats.

Achievements
Grew the customer return base of the company from 35% where I got it to 80% within the first three months of my work with them.
Created a strategy of constant engagement with the clients by coming up with initiatives and packages that will reward them each time they return to the company.

Consumer Goods- Clothing & Accessories

January 2016-April 2017

Sales Assistant

Abcdef| Barcelona| www.abcdef..com

Build formidable communication channels between the company and the customers.
Liaise with the customers and update them about the company's services and methods of operation.
Attend customers' complaints and requests and revert to the different departments for a prompt response.

Achievements
Grew the client base from 70% to a steady 90% within the first 6 months of working with the company.
Resolved a problem the company has had with a client for over 8 months within the first month of joining the company.
Created customer relief packages to appreciate customers after each experience with the company.

Consumer Goods- Clothing & Accessories

EDUCATION AND TRAINING

September 2011-2015

BA (Hons.) in Business Management | C3S Business School, Spain

Replace with other European Qualification Framework (or other) level if relevant

• Intro to customer service| Bruwen| Online| August 2020

- Communicating like a pro| Bruwen Online| August 2020
- Excelling as a sales Rep| Bruwen| Online| October 2020
- Understanding your customers| C3S Business School| Online| July 2017|
- Important tools to have as a Sales Rep| Bruwen| Online| January 2021

Skills acquired:

Customer relationship management
Communication
Administration

PERSONAL SKILLS

Mother tongue(s)	Spanish

Other languages (s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
	Replace with the name of the language certificate. Enter level if known.				
French	B1	B2	B2	B2	B1
	Replace with the name of the language certificate. Enter level if known.				

Communication skills

- Impeccable written and spoken communication skills gained through my experience as a sales representative and my training in "communicate like a pro".

Organisational/managerial skills

- **Administration:** Work as the team leader of the sales unit at my workplace
Leadership: Currently lead a team of 15 people
Feedback: Always maintains constant communication from the start to the finish of any project or assignment, and always carries every member of my team along

Job-related skills

Critical thinking
Customer relationship management
Problem-solving
Conflict resolution

Computer skills

Good command of Microsoft Office™ tools: word, excel, PowerPoint, etc
Proficient with canva

Other skills

Tailoring/fashion designing
Graphic designing
Public speaking
Content

Driving licence

B

ADDITIONAL INFORMATION

Publications	Women Empowerment: Daily news, 2021
Presentations	"The Climate Change"- VIO Conference, 2020 "TheGlobal Warming"- People's Opinion, 2020
Projects	The effect of pollution on climate- The global warming changes
Conferences	Voice of an activist , Madrid, 2021 Our culture, our heritage- The Champion Magazines Conference, Valencia, 2019
	How to thrive as a sales representative, 2022
Seminars	Best team player of the year- Zara, 2021
Honours and awards	Best employee of the year- Ciese, 2018
References	Available on request