

Karin Hanna
karinhanna2021@gmail.com
522 Saddleback Road NW, Edmonton, AB T6J 5R3
587-568-2858

Managed and processed all orders and sales contracts in addition achieved the agreed sales targets for the different products and services for more than ten years including eight years in management.

HIGHLIGHTS OF SKILLS

- Twelve years experience in customer service and sales, including management
- Led 13 members of the sales team and analyzed team and individual statistics, preparing reports, devising and implementing incentive programs for four years. Passionate about achieving sales targets; provided encouragement and motivation to the staff so we achieved our sales goal.
- Ensure accurate and smooth day to day operations in Deep blue cruises company and Orange company in Egypt.
- Twelve years of experience working with people from different cultural backgrounds in International Cruise company and in Canada.
- Leading and developing the sales team towards achieving the store projected financial targets for four years to achieve our target in Orange company.
- Have analytical, interpersonal & excellent communication skills with customers and team for more than eleven years.

EDUCATION AND CERTIFICATES

(GSI) Diamond Essentials Certificate Gemological Science International, Edmonton AB	Jul. 2022
English Second Language Course Solomon College, Edmonton AB	Jan. 2021 - Present
YAT Professional Diploma Accounting Certificate Yat Educational Center, Egypt	Apr. 2006
MICROSOFT Certificate American University, Egypt	May 2005
Bachelor Degree of Commerce	Jul. 2005

South Valley University, Egypt.

KEY COMPETENCIES

Self-Awareness

- Ability to handle multiple tasks and arrange them according to priorities. As I am improving my English language by taking ESL in addition I am working a part-time job.
- If the sales targets were not met, I adapted strategies to ensure meeting sales goals.
- Reviewed and monitored my mistakes then learned from them by choosing to work in what I like to be more creative and succeed.
- Improved and developed myself by taking courses that help me in my job. I successfully completed the Signet Education Academy Course in Canada.
- Created my goals and achieved them. In my current job when I see progress, I feel more motivated, giving me the boost that I need to keep going and completing my course to have a Gemologist Certificate.
- Realized the differences and respected it by adapting to different cultures and different languages in Canada.

Customer orientation

- Communicated with customers and engaged them in conversation to understand their needs and desires.
- Supported my customers and used researching in the company website to order online that help them celebrate the special moments in their lives.
- I investigated and resolved complaints by listening carefully.
- Inspected diamonds for customers by using a professional Gem-scope for diamond inspection.

Business awareness

- Managed and processed all orders and sales contracts in addition achieved the agreed sales targets for the different products and services for more than 10 years.
- Prepared, scheduled and contributed to meetings to set our weekly goal and follow an agenda with the company and team.
- Coached the team by making store training planes and quizzes to enhance product knowledge of the staff.
- Achieve optimum profitability and growth within the business, by both individually and the team collectively meeting sales targets.

- Help guests to celebrate their special moments by offering them the appropriate products.

WORK HISTORY

Jewelry consultant Peoples Jewelers Store, Edmonton, AB, Canada	Mar. 2022-Present
Office Manager Deep Blue Cruises, Hurghada, Red Sea, Egypt	Apr. 2014–Aug. 2018
Store Manager Orange Company, Sohag City, Egypt	May, 2011–Jan. 2014
Store Trainer Orange Company, Sohag City, Egypt	Jun. 2009–May, 2011
Retail customer service 2009 Orange Company, Sohag City, Egypt	Mar. 2007–June,

VOLUNTEERING HISTORY

The Coptic Church, Sohag, Egypt Design invitation cards and teach computers for children.	May, 2000–Jan. 2013
The Evangelical Church, Hurghada, Egypt Organize and Manage conferences, social events for groups.	Mar. 2014-Aug. 2018
Kenooz Arabic School, Edmonton, AB Handle student problems and help students.	Oct. 2018–Apr. 2019

LANGUAGES

- English
- Arabic