** LORNA**

Lorna-209331@2freemail.com

U. A. E Valid Driving License

Fluent in English and German Language

**Professional Summary**

Innovative sales and customer service executivewith10 years’ experience. Possess excellent verbal and writtencommunication, computer and CRM skills.

**Career Objective**

To support development and productivity of an organization that provides challenges, encourages advancement and rewards achievements with prospect to utilize my substantial experience, skills and proven abilities.

**Competencies and Skills**

|  |  |
| --- | --- |
| * Public relations
* Result focus
* Conflict Resolution
 | Marketing strategy* Analytical thinking

Teamwork and team building  |

**Professional Experience**

**Sales & Merchandising Executive - Jan. 2015 – Dec2019**

* Under the guidance of the management maintain excellent relationship with various team to organize and avail best sales Service to maximize customer’s satisfaction, loyalty and Smooth service delivery.
* Cold call prospective accounts and follow up on warm leads and performed full sales cycle that increasedsales and customer.
* Managed customer expectations by running along with suggestive thematic ideas, Update on new collections and promotions through integrated email marketing, phone call and eventsto promote sales.
* Maintained the highest acceptable visual merchandise standard by constantly creating a visual story to attract customers and promote multiple purchase of products leading to higher sales.
* Strive to meet, achieve and exceeded targets on various deliverables, on sales and customer service standard by Understanding productsand studying characteristics, capabilities, and features while comparing competitive market.
* Spearheaded a team and Implementednew strategies, successfullyimproved and established a strong customers awareness, connection and brandrecognition. Executed purchase decision which allowed innovate products andcustomers demand and interest to growover 30%within a very short time. Maintaining an active business growth.
* Handle customer complaints and warranty claims through Harley Davidson warranty portal tool
* Manage, maintain and update seasonal strategies, inventorymovement,inquiry and order lists. Ensure products pricing, quantity is displayed up to the brand standard.
* In conjunction with marketing Executive planned and attended added value campaigns, events to represent the company by networking to create product and brand awareness.

**Sales and Customer Relations Executive Airtel – Kenya Jan 2011 – Jun 2014**

* Develop, build and manage a client base by overseeing the sales process from negotiation, purchasing to fulfillment and follow up.
* Prospect new customers via mails, sales calls and events for new business.
* Follow up on leads sales generated through Airtel-Kenya stores and events.
* Coordinating with relevant departments to develop and execute corporate sales initiatives.
* Ensure customers’ expectations are fulfilled by Investigating and troubleshooting service issues in a professional manner.
* Participate in trade events and shows to help promote Airtel programs.

**Sales Associates/ Cashier Landmark Lifestyle – U.A.E Aug 2008 –Aug 2010**

* Ensure that each customer receives outstanding service by providing a customer friendly environment, including greeting and acknowledgment, maintaining outstanding customer service standard, solid product knowledge and all other components of customer service.
* Provide professional till point service to close the sales.
* Offer Overall enjoyable shopping experience to Customers
* Assist in floor moves, merchandising and display maintenance.
* Participate in receiving and monitoring floor stock; ensure re-wraps are done promptly.
* Adhere to all company policies, procedures and practices, including pricing, and loss prevention.

**Education Background**

**Diploma in Salon Management, Health& Beauty Therapy Jun2011 – Jul2012**

Bold & Beauty College

**Certificate in Germany Language May 2007 – Aug 2008**

Goethe Institute Germany Embassy

**Professional Diploma in Marketing Jun 2006 – Dec 2006**

Bank Of commerce Development and Industry

**Certificate in Computer Applications Sept 2003 – Mar 2004**

Stadiv Computer Technology

**Certificate of Secondary Education Jan 2000– Oct 2003**

Chanagande Secondary School