**CURRICULUM VITAE**

**PERSONAL DETAILS**

**NAME : Elisee Nsengiyumva**

**DATE OF BIRTH : 12th, August, 1989**

**SEX : Male**

**LANGUAGES : English, French, Kinyarwanda and Swahili**

**POSITION : SALES/CUSTOMER CARE**

**OBJECTIVE**

To be a part of a Company wherein the potential for growth and career enhancement is great perform by fullness extent of my knowledge and skills that would benefit the company. Enhance and develop my skills and ability through practice and continuous training in relation with company business interest.

**TECHNICAL SKILLS**

* **Accounting**
* **MS Word**
* **MS Excel**
* **MS Power point**
* **HTML**
* **RDBMS**
* **VISUAL BASIC**

**KEY SKILLS AND STRENGTHS**

* Outspoken and articulate.
* Accounting skills
* Listening and interpersonal skills.
* Self driven attitude
* Excellent verbal and written communication skill.
* Fast learner
* Computer proficiency that is Microsoft word, excel, PowerPoint, and outlook, HTML, Visual basic.

**WORK EXPERIENCE**

**Company:**

**Designation: sales executive**  **and Customer care agent** (january 2011 to june 2012)

**Duties:**

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock

**Company: East African Hypermarket Kigali, Rwanda**

**Designation: - Sales manager {August 2015 to june 2016}**

**Duties:**

* Increase the sales by satisfying the customers
* Maintain the sales through the supply chain management
* Maintains customer records by updating account information.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**HOBBIES**: Swimming, Making Friends, and Music.

**REFEREES:** Available upon request

**Job Seeker First Name / CV No: 1798992**

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