**CURRICULUM VITAE:**

**Nantono Florence**

**PERSONAL PROFILE**:

* I am adedicated, organized and methodical individual with good interpersonal skills. An excellent team worker, keen and very willing to learn and develop new skills.
* Reliable and dependable and often seek new responsibilities within wide range of employment areas. I have an active ad dynamic approach to work and getting things done. Am decisive, determined and I develop new opportunities

 **CAREER OBJECTIVE**

Am seeking an opportunity to exploit my potential with a profound aim of achieving the organizational goals and attain a desirable level of skills and professional experience, Be part of a leading company’s success story in the capacity of committed employee to ensure optimal profitability for the company and satisfaction for the company’s clientele.

**Key Skills**:

* Advanced and professional communication skills
* Excellent organizational , task and material management abilities
* Independent and self motivated individual
* Exceptional abilities to pay attention to details and maintain accuracy
* Possess Physical fitness to manage actual movement of goods

**Professional Experience**

**Counter sales Executive Dollar rent ACar.( Dubai Airports ) December 2015 to date**

**Duties:**

* Greet customers and discuss the type, quality and quantity of merchandise sought for rental
* Compute charges for merchandise or services and receive payments.
* Answer telephones to provide information and receive orders.
* Inspect and adjust rental items to meet needs of customer.
* Explain rental fees, policies and procedures.
* Prepare rental forms, obtaining customer signature and other information, such as required licenses
* Keep records of transactions, and of the number of customers entering an establishment
* Reserve items for requested times and keep records of items rented.
* Receive orders for services, such as rentals, repairs, dry cleaning, and storage.
* Receive, examine, and tag articles to be altered, cleaned, stored, or repaired.
* Allocate equipment to participants in sporting events or recreational activities.

**Stockroom assistant Hugo boss Dubai mall Binhendi Enterprises November 2013 to November 2015 {Dubai, uae}**

**Duties and responsibilities**

* Ensure overall organization and neatness of the store
* Assist customers when they need and help on the shop floor
* Manage the inventory of the organization and ensure sufficient stock of goods .
* Ensure the staffroom is equipped with all the necessities for both the customers and the staff.
* Report any damages to the manager in charge
* Provide refreshments to customers as they are being attended to.
* Ensure all items have security tags to minimize losses
* Replenishment of items on the shop floor.

**Achievements**

* Created a smooth operational environment for the sales staff by ensuring all the drawers were filled with the right items in their right sizes
* Reduced level of item loss and discrepancies by ensuring that all item have security tags on them
* Organizing the stockroom and ensuring general neatness of the store to maintain the standards
* Informing of the manager of the damages in the store
* Bag and packed materials in standardized way to keep high standards of customer service

**Customer service /sales executive A&S electronics ltd Uganda 2010-may 2013**

**Duties and Responsibilities**

* Retail Salesperson
* Greet customers and ascertain what each customer wants or needs.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Compute sales prices, total purchases and receive and process cash and credit payment.
* Maintain records related to sales.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Ticket, arrange and display merchandise to promote sales. .
* Taking part in trade shows and other marketing events.
* Perfected knowledge of product, market, and sales strategy.
* Handled and resolved any complaints or concerns from customers.
* Ensuring a high level of customer service is consistently maintained.

**Achievements**

 Increased the companies clientele by 70%

* Participated in spirited telemarketing campaigns to existing accounts regarding new systems and services.
* Cultivated relationships with top governmental and private enterprises like banks, ministries etc
* Responded to customer inquiry calls,quicky assessing the customers’ needs and problems in order to deliver an ideal solution
* Balanced recieps,reported weekly and monthly sales totals to the management using an excel
* Trained new staff on the different systems and how to provide customer satisfaction.

**OTHER SKILLS**

* Knowledge of Ms Office
* (word, excel, and access plus internet).

**INTERPERSONAL SKILLS**

* Good telephone etiquettes.
* Hard working and dedicated.
* Lots of patience, calm and courteous
* Believe in team work and have the ability to handle pressure.
* Positive attitude and punctuality.
* Confident personality
* Influencing skills
* Good communication skills and listening skills.

**ACADEMIC QUALIFICATIONS**

2008-2012 Bachelors degree in human resource management ( Makerere university)

2006-2007 Uganda Advanced Certificate of Education (U.A.C.E)

2002-2005 Uganda Certificate of Education (U.C.E)

**PERSONAL INFORMATION**

Marital Status : Single

Date of birth : 28-04-1987

Nationality : Ugandan

Languages spoken : English

**Job Seeker First Name / CV No: 1811544**

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