

 MICHAEL

Nationality: Ugandan

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**OBJECTIVES:**

A multi-skilled, hardworking and efficient guest service attendant who is able to provide prompt and courteous services to all sorts of clients, with a proven track record of ensuring the smooth functioning and running of all activities in the store. Able to follow standard operating procedures and work in a tidy manner and able to perform inventories accurately. Now looking for a suitable position with a company which offers genuine room for progression and where I can make a significant contribution.

**STRENGTH AND SKILLS**

* Multi skilled, aspiring, hardworking and energetic in nature.
* Able to work well in a team / group or independently under minimal supervision.
* Quality Assurance and prevention of Loss.
* Perform assigned task with greater responsibility and honesty.
* Can work under pressure and meet deadlines.
* Micro Soft Office Packages (MS word, Excel, power point).

**PERSONALITY:**

* Smart, Energetic and Hard working.
* Helpful and polite.
* Willingness to learn.
* Willing to adjust with any change in work environment.
* Friendly and pleasuring nature.

**EXPERIENCES**

COMPANY: SHARAF DG ELECTRONICS

POSITION: SALES EXCUTIVE ETISALAT (TELECOM DEPARTMENT) 2017

**Duties and Responsibilities.**

* Approach customers in the store and inquire into their buying needs without pressurizing them and informing them about Etisalat products.
* Lead customers to their required aisles and provide them with information on new arrivals and new offers.
* Inform customers about discount offers and ways to avail them.
* Promoting Etisalat products to customers that is to say postpaid and pre-paid simcard activation and informing customers about other offers from Etisalat.
* Help customers make informed decisions regarding purchasing electronic items
* Provide information regarding product warrantee and claiming techniques

**COMPANY: GALADARI ICE CREAM CO.LTD (LLC)**

**POSITION**: **SALES / STEWARD. April 2012 – August 2016.**

 **Duties and Responsibilities**

* Well coming customers and ensuring each and every one receives maximum satisfaction.
* Ensuring proper cleanliness and a good working environment at all time during operation hours.
* Ordering stocks and making sure the stock is in good condition and carrying out inventories.
* Ensuring proper display of products in the shelves.
* Motivating, Leading and Directing Sales Team at all times
* Attending trade shows to identify new products and services.
* Working on daily report and monthly progressive reports.
* Work together and directly with the team to meet the daily sales target.
* Responsible for product and service presentation to clients.

**COMPANY: KATUMWA ELECTRONICS AND HOME APPLIANCE CENTER**

**POSITION: SALES ASSISTANT 2009-2011**

* Actively greeted customers and maintaining a level of conversation during their store visit.
* Explained to the customers about the current offers and promotions.
* Dealing with all customer complaints in a professional and courteous manner.
* Explained to customers about the different kinds of electronics that were available and showed them how they are operated.
* Attending and representing the business at trade shows and external events.
* Maintained a superb visual standard within the store by dusting the items and replenishing.
* Handled transactions by taking payments either by cash or by cards.
* Unpacking and checking all new stock deliveries.
* Reported any discrepancy or damages to the shop manager the moment it is noticed.

**ACADEMIC QUALIFICATIONS**

Makerere University, **2005-2008** Bachelor of science in education.

Makerere University, **2007**  Certificate in computer Applications.

Uganda Advanced certificate in education **2003 - 2004**

**REFERENCES** – Available on request