# CURRICULUM VITAE C:\Users\Rabab\Desktop\01.jpg

**JOYCE WAITHERA MAINA**

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# CAREER GOALS:

I would like to utilize my experience , knowledge and creativity to secure challenging position and contribute to employers objectives ,profitability and success in an organization that offers the opportunity for personal contribution, development and potential for challenge and growth .I am determined ,disciplined ,self motivated an enthusiastic person with extensive learning skills that are based on sheer integrity and ability to communicate and interact with people at all levels.

I am currently dedicated to further my career within the compliments of my skills ,interest and ability. I look forward to making a positive impact in your organization.

# STRENGTHS

* Quick to learn , Hardworking , flexible, Creative, Imaginative and Adjustable
* Team spirit and a Good communication skills

# WORK EXPERIENCES

DEPARTMENT SUPERVISOR - 2011 - 2016

H&M DUBAI MALL (Retail Store) Alshaya Co. LLC Dubai UAE

* Reporting directly to departmentmanager and Store manager
* Responsible to drive sales and profit plan through successful leadership, organizational plans ,customer service and outstanding execution of the store
* Responsible to ensure that all the associate are current and up to date with the product knowledge ,product use and related product market through a commitment to formalized training and development with prescribe time lines and standards.
* Give training to visual merchandiser, sales associate and department in charge regarding the brand implementation and standards.
* Preparing merchandise plan according to the latest VM manual one month prior to store opening as per store layout
* Know and manage the business by effectively using the sales report ,assessing department results and developing specific actions directly related to business development and growth , consistency across the store
* Ensuring the brand is maintained by bringing the standards to a high level through constant communication and training in any means
* Accountable to ensure that the trend of underperformance are formally addressed ,with clear and documented performance improvement plans
* Ensure that the visual standards are communicated and implemented across the store
* Communicate issues with VM manager and store manager and do the action plan
* Coordinate with marketing for the upcoming events and promotion
* Liaise with logistic department regarding upcoming delivery to keep the store updated with season merchandise
* Responsible for the work out display and floor layout

## Visual Merchandiser

H&M Dubai Mall UAE August 2009- June 2011

* Change store layout including wall configurations and fixtures according to v m department directives
* Prepare planning prior to season or trend and sales promotion
* Responsible for total appearance of the store inside out and most important the window
* Maintain brand image by ensuring the standards and executed by staff
* Arrange merchandise ,signage ,fixtures ,dressing mannequins and arrange backdrops , utilizing window packs, in \_store layout
* Communicate with store manager regarding layout change according to standards and market requirements

### Sales Associate

H&M (MOE ) UAE February 2009- August 2009

* Meet and greet customers ,offer professional customer service
* Handling customers needs and resolving complaint regarding sales and service
* Refilling and replenishing the store and maintaining store standards
* Responsible for maintaining brand franchise standards and policies as per franchise contract and department directives
* Coordinating with customers by meeting and greeting and ensuring their demands are met and better service
* Assist the visual merchandiser to fold and display products
* Implementing various methods to achieve target and business plan

## TRAINING UNDERGONE ( M.H ALSHAYA CO .LLC TRAINING 2009 –ON WARDS

* Active selling
* Customer service training conducted by H&M Sweden Training Experts
* Team work
* Loss and prevention training program
* Understanding customer needs
* Cash handling and credit cards
* Visual Merchandising training by experts team from H&M Sweden

### ACADEMIC QUALIFICATIONS

1990-1996 :Certificate of primary education

1997-2000: Certificate of secondary education

2001-2002: Diploma in Cosmetology

2016 : Certificate of International Computer Driving License

COMPUTERSKILLS

* Information Technology and Communication
* Microsoft office Application
* Microsoft Word, Excel &Graphic presentation using PowerPoint
* Database management
* Spreadsheet using MS Excel

**PROFILE**

Date of birth : 04 April 1982

Gender :Female

Nationality:Kenyan

Civil Status: Single

Language : English &Swahili

I HEREBY CERTIFY THE ABOVE INFORMATION IS TRUE AND CORRECT