

**JUDITH**

**JUDITH.332692@2freemail.com**

**Summary**

Highly energetic Customer Service and Sales support person who consistently exceeds revenue goals. A reliable, trustworthy and conscientious sales person who is able to multi - task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase.

**Skills and Competences**

* cashier, and sales skills
* Excellent data entry,
* Can tactfully manage difficult or emotional customers.
* Always conveying a genuine desire to help and support customers.

**Highlights**

Exceptional interpersonal skills Dependable

Strong sales-closer Cheerful and energetic

Extremely Detail orientated Available for evening and weekend shifts

**Accomplishments**

 Sales Associate of the Year in 2014

 Expanded account base from 75 to more than 140 accounts in 3 months’ time.

 Hard working employee of the month 2015

**Professional Experience**

* Act as the first point of contact for customers.
* Handle queries and providing solutions to the customers.
* Accord the highest attention to customers and keep records of customer interactions and transactions, record details of inquiries, complaints, and comments, as well as actions taken.
* Contribute to the establishment and development of the organization’s goodwill/ reputation.
* Possess excellent communication skills to deal with customers, employees and management.

**Sales and Customer Service Representative** August 2014-December 2015

**GoldTech Electronics-** Harare, Zimbabwe

Electronics Sales associate

* Greeting customers and showing them electrical items as per their needs
* Describing features and benefits of products to customers
* Checking products in front of the customers before packing and making invoices
* Explaining about the warranty terms and conditions the items carry to customers
* Replacing faulty items and making notes for sending back to the manufacturers
* Placing orders, inspecting supplies, and stocking shelves
* Promoted electrical goods displayed on the store windows
* Assisted customers in operating various electrical goods and items
* Prepared invoices for sold items and entered the same in the computer
* Performed the tasks of assisting sales executives in preparing and updating sales reports to the manager
* Ensured clean work area and proper organization of the displayed electrical goods
* Handled the tasks of building good relationships with customers by communicating and solving their problems

**Clothing Saleslady** - February 2013 to October 2013

**Truworths Clothing Store** Harare, Zimbabwe

Sales Laday

* Greeted and obtained information on customers' needs and showed them ranges of clothing materials
* Selected dresses as per customer's choice and preference and convinced them for a trial
* Accepted dresses from customers returned for losing color and getting shrunk after one wash
* Operated computerized sales tracking systems and updated sales transactions
* Assisted in taking clothing stock of the store and goods ordered to manufacturing companies
* Sold clothes suitable for the season and informed customers upon new arrivals
* Developing and sustaining friendly relationships with customers
* Wishing customers on their birthdays and anniversary through SMS and emails
* Guiding and recommending clothes to customers matching with their personality
* Keeping store organized and clean and monitoring changing rooms
* Taking cash and credit card payments and entering them in register

**Education**

**Diploma in Education ,** 2001

**University of Zimbabwe** - Harare, Mashonaland Central, Zimbabwe

* Sociology of Education
* Philosophy of Education
* Psychology of Education
* Special Education
* Infant Education
* Professional Studies

**Personal Details**

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| Nationality | : | Zimbabwean |
| Date of Birth | :  | 21 January 1980 |
| Marital Status | :  | Single |
| Visa Status | :  | Visit Visa expires on 20 February 2017 |

Referees : To be submitted upon request