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**CURRICULUM VITAE: SALES ASSOCIATE**

**NAME: ANITA**

[**ANITA.332705@2freemail.com**](mailto:ANITA.332705@2freemail.com)

**PERSONAL DETAILS**

Date of birth : 31-01-1984

Gender : Female

Nationality : Kenyan

Visa Status : Visit Visa

Language : English, Swahili

**PROFESSIONAL OBJECTIVE:**

I am a self-motivated customer service professional, well experienced in busy environment, organized individual with excellent customer service skills and attention to details. I am able to communicate effectively with a range of different people in high-pressure situation.

**CAREER OBJECTIVE:**

To secure a challenging assignment in a stimulating working environment which will effectively utilize my multifunctional skill while offering continual growth and learning opportunities looking forward to making a positive and substantial contribution towards the growth of the organization with my personal growth.

**Skills and Competencies:**

* Ability to handle conflict situations tactfully and firmly
* Ability to remain in a static position for long period and work.
* Well versed with computer skills.

**PROFESSIONAL EXPERIENCE**

**Company: Standard Chartered Bank (Kenya):** June 2011- July 2015

**Customer Service/Sales Representative**

**Duties and Responsibilities.**

* Attend to customers enquiries and provide accurate service
* Made telephone calls and in-person visits and presentations to existing and prospective customers on the bank’s new products
* Researched sources for developing prospective customers and for information to determine their potential
* Coordinated sales effort with marketing, sales management, accounting, logistics and technical service groups.
* Analyzed the territory/market’s potential and determined the value of existing and prospective customers’ value to the bank.
* Supplies management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services

**Company: Mr. Price Retail Fashion Shop (Nairobi): May 2009 – May 2011**

**Sales Associate: Selling Clothes, Accessories and Perfumes**

**Duties and Responsibilities**

* Cleaning Shelves counters and tables.
* Ensuring that all customers receive excellent service through direct salesmanship, and prompt and courteous service.
* Assisting customers with questions, needs and purchases.
* Attending weekly sales meetings.
* Cultivating successful relationships with retail customers.
* Completing each transaction in a quick and efficient manner.
* Preparing merchandise for display.
* Assisting customers with purchase decisions.
* Assisting in physical inventory counts.
* Implementing all visual merchandising standards.

**EDUCATIONAL QUALIFICATION**

**University : Moi University**

**2005-2008**

BA. Geography

**College** : **Kenya College of Accountancy**

**2003-2005**

Certificate in Public Accounting

**Secondary : St. Angela’s Girls’ secondary school**

1999 - 2002

Kenya Certificate of secondary education.

**Primary :Jitegemea Primary school**

Jan 1991 - Nov 1998

Kenya Certificate of primary education

**HOBBIES**

* Listening to music
* Traveling
* Making friends
* Reading

**REFEREES**

Available upon request