

**CURRICULUM VITAE**

**NAME: STEVEN**

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**POSITION APPLYING FOR: SALES ASSOCIATE**

**PROFILE/SUMMARIES**

A confident and assertive individual who is able to create a welcoming personal environment for all retail customers. I am a customer service driven and able to deal with shoppers on a face to face basis in any fast paced retail environment. I have high energy levels and is able to operate efficiently with a subtle and persuasive manner. I am flexible about shifts, has a track record of coming up with innovative solutions to problems and is more than willing to roll her sleeves up to get things done. I am very ambitious and I’m now looking for a suitable Sales Associate role with an exciting company where I will be at the heart of the action.

* **TECHNICAL SKILLS**

1. Customer service.

2. Capable of working under pressure.

3. Online marketing of new arrived brands.

6. Stock management etc.

7. Ability to influence customer's opinion over buying the available product for a substitute.

**PROFESSIONAL EXPERIENCE**

**SMARTGADGETS ELECTRONICS**

**POSITION HELD: SALES ASSOCIATE. 2014-2016**

**GOLDTECH ELECTRONICS**

**POSITION HELD: SALES ASSOCIATE. 2010-2012**

***Responsibilities in brief***

* Provide courteous and prompt service
* Welcome customers as they enter and thank them as they leave
* Assist customers in locating what they’re looking for
* Smile.
* Ensure high levels of customer satisfaction through excellent sales service.
* Assess customer’s needs and provide assistance and information on product features.
* Actively seek out customers in store.
* Cross sell products.
* Team up with co-workers to ensure proper customer service.
* Build productive trust relationships with customers.
* Responsible for forecasting market trends.
* Making sure products and services are supplied to customers on time.
* Involved in the training of new sales staff.
* Prepares reports by collecting, analyzing, and summarizing information.
* Representing the store in a professional and positive manner.
* Taking care of the customers’ needs while following company procedures.
* Executing marketing and visual merchandising initiatives.
* Help create and maintain a store culture focused on the customer, enhance the buying experience and build relationships that lead to long term business growth; demonstrate detailed knowledge of all products services.
* Ensure that standards are being followed including floor sets, cleanliness, marketing, signage sales promotion
* Ensure each customer is welcomed into the store in a warm genuinely sincere manner

**EDUCATION DETAILS:**

 ‘O’ level Highfield High 1

 History C

 Geography C

 Integrated Science C

 English B

 Accounts B

* **COMPUTER SKILLS:**

 Microsoft word,Excel & Internet usage

* + **KN0WING LANGUAGE**

ENGLISH (Fluent in both written and spoken English)

* + **DECLEARATION:**

I certify that the above are true and correct to the best of my knowledge and belief. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.