 ***MATIWOS***

***MATIWOS.335398@2freemail.com***

***OBJECTIVE***

**Seeking the position of SALES/ CUSTOMER SERVICE in a well established organization where my skills will have a positive contribution towards its growth & development.**

**CORE COMPETENCIES / SKILLS**

* **Customer oriented with excellent communication negotiation skills**
* **Possess the skill to work both in team and also perform independently**
* **Attention to detail with good analytical skills**
* **Knowledge of financial products and markets**
* **Good mathematical and organizational skills**
* **Highly self motivated and ambitious in achieving goals , and Increase profitability**
* **The ability and desire for sales**[**job**](http://www.jobawareness.com/hradministratorjob.asp)**with a confident and determined approach**

**EDUCATIONAL QUALIFICATION**

* **1998-2000: Polytechnic of Namibia- Diploma in Marketing, Windhoek, Namibia**
* **1996: Secondary Education (Centaurs High School) – University of Cambridge: International General Certificate of Secondary Education, Windhoek, Namibia**

 **CAREER SNAP SHOT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Years**  | **Company** | **Position** | **Location** |
| **JAN.2009-2016 SEP.** | **EDGARS FASHION STORE**  | **SENIOR SALES** | **Windhoek, Namibia** |
| **Oct. 2006 – Dec. 2008** | **MARK & SPENCERS** | **SALES ASSOCIATE** | **Windhoek, Namibia** |
| **FEB. 2000 – July 2005** | **GLOBAL MINING** | **SALES ASSISTANCE** | **Windhoek, Namibia** |

**EDGARS FASHION STORE -SENIOR SALES JAN. 2009 – Sep. 2016**

**Windhoek, Namibia**

* Maintaining customers focus on all times and answering to customer’s enquiries using the standard guidelines.
* Taking ownership of complaint and queries and proactively following through to resolution.
* Making ensure that all customers’ queries are well-investigated and resolved, and escalating queries if appropriate to supervisor.
* Assisting management and Team Manger with any assigned special projects and providing backup to the team manager when required.
* Maintaining working cognition of each customer service process for various market segments and communicating issues to team manager.
* Maintaining professional strong working relationship with external and internal customers, colleagues, and customer service management.
* Supporting decisions made by customer service management and conveying positively to reinforce the team members.
* Assisting in preparing and developing the documentation of the organization’s standard policies and procedures towards customer service.
* I deliver customer care service that is consistent with the brand standard,
* I ensure sales and key service areas are clean, presentable, fully stocked and are compliant to brand policies and procedures of the store with a main aim on generating high sales to meet the set daily and monthly store target,
* I seek and maintain product knowledge and assist in the coaching of new and existing colleagues,
* I actively participate in product launches and marketing events in order to develop customer relationships,
* I am responsible for all administration and document completion,
* Responsible for actively seeking ways to maximize sales and achieve targets at every opportunity,
* Assists in maintaining proper inventory levels and shift submitting a weekly report and daily transaction report to a superiors and finance department

**Mark & Spencer - Sale Associate OCT. 2006 – DEC. 2008**

**Windhoek, Namibia**

* Assisted customers in selecting clothing items based on their preferences and needs
* Done calculation of purchases, sales values, credit and cash payment.
* Addressed customer queries to maximize customer satisfaction
* Explained the customers' the utility and care of the products
* Controlling stock within the Stock
* I actively participate in product launches and marketing events in order to develop customer relationships,
* I am responsible for all administration and document completion,
* Responsible for actively seeking ways to maximize sales and achieve targets at every opportunity,
* Assists in maintaining proper inventory levels and shift submitting a weekly report and daily transaction report to a superiors and finance department

**GLOBAL MINING- SALES ASSISTANCE Nov. 2000– April 2005**

 **Windhoek, Namibia**

* Help management in forthcoming products and discuss on special promotions.
* Review their own performance and aim at exceeding their targets.
* Record sales and order [information](http://www.jobawareness.com/chief-information-officer.asp) and report the same to the sales department.
* Provide accurate feedback on future buying trends to their respective employers.
* Ensure territory coverage to touch all opportunities on a scheduled basis
* Maintain accurate up-to-date sales pipeline and forecasts
* Other duties as assigned by the Director of Business Development

**PROFESSIONAL ACCOMPLISHEMENT**

Successfully achieved more than 10 percent of the given target of sales from the store branches and own references

**I.T. SKILLS**

MS Office: word, excel, power-point, access, internet explorer, & knowledge of oracle application

**LANGUAGE**

**English** (fluent read, write & speak)**, Amharic** (read, write & speak)**, Afrikaans** (read, speak), & **German** (moderate speak)

 “**Supporting Documents & References shall be provided Upon Request**

**- Married -Male VISIT VISA**