**PERSONAL DETAILS**



Name                        : NUSRA

Email                        : NUSRA.335611@2freemail.com

**CAREER OBJECTIVE**

My immediate goal is for an entry-level position to attain personal development and build a portfolio of technical, professional and interpersonal skills. My medium –to-long term objective is to obtain a challenging position in a financial and development at any company

**SKILLS AND COMPETENCES**

* Good communication skills
* Knowledge in administrative skills
* Good computer skills and the ability to provide good customer service
* Have good morals and ethical standards
* Capable of working under pressure

**WORK EXPERIENCE**

**Organization:   GULF GATE GENERAL TRADING LLC (U.A.E) Dubai**

**Period:              January 1st-Upto date**

**Position held:    Sales Executive**

**Duties and Responsibilities**:

Develops strategies to meet annual sales goals.

• Tracks daily sales and advance deposits.

• Prepares periodic sales report showing sales volume and potential sales for Director & Operations Manager.

• Ambassador of the company at trade shows and conventions to promote company and build sales.

• Identify business opportunities by identifying prospects and evaluating their positions in the industry, researching and analyzing sales options

• Responsible for bookings, confirmations, billings, generating proposals and contracts.

• Identify product improvements by remaining current on industry trends

• Interfaces with other departments to ensure proper setup for successful coordination of   events.

• Communicates with customers before, during and after event.

• Holds a database of contacts for our clients

• Solicits new and existing clients in order to meet budgetary sales expectations.

• Consistently demonstrates superior customer service skills and acts as a positive role model.

• Assists in drafting the invoices and the required documents

• Arranges special public relations events on and off premises.

• Other duties as required.

**Organization: JAVAS CAFE RESTAURANT, Kampala Uganda**

**Period: January 2013 –November 2014**

**Position held: Waitress/Hostess**

**Duties and Responsibilities**:

* Delivering excellent customer service, at all times
* Serving and presenting hot non-alcoholic beverages quickly and efficiently,
* Meeting our standards.
* Keeping up to date with current promotions and new products.
* Making customers aware of offers on our great food and drink range.
* Speaking to customers to ensure that they are satisfied with their meals
* Maintaining personal knowledge by completing in-house training and workbooks.
* Always adhere to all company policies and procedures and licensing laws
* Being involved and contributing at team meetings
* Carrying out instructions given by the management team and head office.
* Being friendly, smiley, sociable and welcoming to our customers, to create a great atmosphere
* Remaining calm, patient and polite, if receiving customer feedback.
* Being helpful and going out of my way to help our customers.

**Organization:      GAME STORES- Lugogo Mall, Kampala, Uganda**

**Designation:           Sales Associate cum Material Control Specialty**

**Period:                       March 2011-to December 2012**

**Duties and Responsibilities**

* Responsible for accuracy of inventory counts, identifying discrepancies in inventory counts and taking corrective action to guard against inconsistencies in the future.
* Receiving which includes but is not limited to matching of packing slips to purchase orders, detailed review of material, tagging and identification of material, properly storing material upon receipt acquiring all required paperwork for receipt process, & posting inventory receipts
* Maintain up-to-date records of inventory locations
* Issuing inventory and consumable items, perform stock returns posting of issues/returns to inventory management software, & deliver material to end user on time.
* Timely management of expired and non-conforming items.
* Design and develop standard operating methods to manage logistics operations efficiently.
* Ensure all supervised staff members are trained as well as cross-trained adequately.
* Identify added logistic training requirements to attain high working standards.
* Coordinate and present logistics support to ongoing operations.
* Participate in documenting processes and identifying areas for improvement focusing on quality, efficiency, & safety.
* Perform all tasks in accordance with policies, procedures, regulatory and requirements as applicable and demonstrate capabilities through current training records.
* Proactively in support activities of other areas and groups within the business
* Cross train on the other tasks in the department to provide full service support to the other teams.
* Other duties as assigned.

**Organization:   Bata Shoe Centre Kampala, Uganda**

**Period: 2009-2010**

**Position held: Sales Executive**

**Duties and Responsibilities**:

* In charge of sales and marketing.
* Neatly and visual display of all items in the shop showroom.
* Assisting customers, Handling deliveries
* Welcoming the customers by offering them what they need from the shop.
* Merchandising through reading the CVs.
* Issuing gift certificates and credit slips.
* Giving customers data base card to write information about the promotions, sale
* Develop and maintain a good working relation with the other department.
* Patrolling and monitoring the shop floor.
* Teamwork and good coordination with other staffs
* Keeping all the sales records and placing orders for the out of stock items.
* Ensuring customers are dealt with in a prompt and courteous manner, in order to ensure maximum customer satisfaction.

**My Personal specification.**

* + Being confident and self-motivated.
		- Demonstrating a passionate commitment to the business.
	+ Welcoming and embracing change, with a positive attitude
	+ Being able to work unsupervised in a busy environment.
		- Being able to prioritize duties
	+ Being honest and reliable
		- Being trustworthy and respectful
	+ Being immaculately dressed
	+ Maintain excellent timekeeping and attendance
	+ Being professional at all times
	+ Always being a good team player
	+ Building and maintaining good relationships with all team members
	+ Working together with the team to ensure that the store is the best it can be.
	+ Being willing to take on jobs to balance the team workload.
* Greeting well coming clients.

**EDUCATION BACKGROUND**

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| --- | --- | --- |
| 2011-2013 | Makerere University Bachelor of  B.A/ Economic Development | Degree |
| 2009-2010 | St Mary’s Secondary School  | UACE |
| 2005-2008 | St Peters Naalya secondary school.  | UCE |

**LANGUAGE SKILL:**

English, Swahili, Basic Arabic

**INTEREST AND ACTIVITIES:**

Learning new things, work with determination, love hard working professional individuals, love traveling, reading constructive literature and attending seminars, conferences, public speeches and workshops, interacting with people, making friends and camping. Games like scrabble and puzzles

**REFERENCES**

Available upon request.