

**JULIET**

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**CAREER OBJECTIVES**

To work within a dynamic, challenging and rewarding environment that will give me an opportunity to utilize my acquired skills, apply my academic knowledge and learn more through experience.

**EDUCATION**

**School of Finance and Banking- Kigali, RWANDA January 2007 -2011**

*Bachelor of Business Administration* *[FINANCE]*

**Kigali International Academy- Kigali, RWANDA January 1997-2003**

*Advanced General Certificate of Secondary School Education [BIO-CHEM]*

**WORK EXPERIENCE**

**Company : Dereen International : L.L.C: - Brand, Top Shop- September 2015 to date**

**Position : Cashier / Sales Associates**

* Attending to Customer at the till and making transactions,
* Recieve payements cash or by credit cards for the items purchased by the customer and handling over items being purchased and giving back change to customer
* Making refunds or Exchange
* Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
* Ensure high levels of customer satisfaction through excellent sales service
* Assess customers needs and provide assistance and information on product features
* “Go the extra mile” to drive sales
* Maintain in-stock and presentable condition assigned areas
* Actively seek out customers in store
* Remain knowledgeable on products offered and discuss available options
* Cross sell products
* Team up with co-workers to ensure proper customer service
* Build productive trust relationships with customers

**Kaymu.rw  November 2013- July 2014**

**Online market place in Rwanda**

**Position:** Sales & Marketing Représentative / Team Leader

* Organising meetings with the our clients and to ensure that there are offered quality services
* Attending to our clients quarries and solving there problems in required time
* Preparing reports and sending them to our country manager
* Orgnasing meetings with my staff to our ensure that we are meeting the company’s policies, targets and goals.
* Sales and Marketing
* Developed a system of categories of the shops in Rwanda
* Acquisition, Acquiried sellers who sell different categories of products
* Listed products for the sellers that had been outsourced
* Listed details to the content team to be uploaded on the website
* Seller Management, managing sellers that were live on Kaymu-rw website.
* Logistics and Inventory

**Ministry of Infrastructure (Mininfra) Kigali, November 2012 –October 2013**

Position: Data collector

* Carried out a comprehensive survey of Umutara polytechnique
* Collected data on the Zero Fleet Policy

**Ministry of Infrastructure (Mininfra) Kigali September 2012 – March 2013**

* **Position: Budget Officer**
* **C**reated and co-ordinated among my line managers giving them guidelines to all matters related to the budget.
* Preparing the budget program and issue instructions to each line managers for proper execution of each budget
* Prepared the Mininfra employees salaries
* Facilitated payment of incoming invoices from suppliers
* Prepared a cash plan for Mininfra.
* Followed up on the payments (order of payments) made and taken to Ministry of Finance

**Banque Populaire du Rwanda, Kigali June 2010- August 2011**

*Position: Customer Care Agent & Sales*

* Marketed the bank’s new products to clients in the northern province of Rwanda
* Facilitated transactions using Banque Populaire de Rwanda mobile banking and ATM Credit Cards

**National Post Office of Rwanda, Kigali December 2005- June 2010**

*Position: Cashier*

* Customer care
* Worked as a cashier at the Post Office Bank
* Assisted with procurement and handling of new post stamps and courier

**Forum for African Women Educationalists (FAWE), Kigali January**  **2004- November 2005**

*Position: Office Assistant*

* Filed letters and pertinent reports on a regular basis
* Arranged and ensured the prompt delivery of donor letters
* Received and disseminated correspondence letters
* Performed other administrative tasks as needed around the office

**Oxfam Great Britain, Kigali** **July 2003- January2004**

*Position: Community Surveyor*

* Interviewed local people in two of the piloting provinces, Umutara and Ruhengeri
* Collected data to be used in the subsequent reports
* Translated documents from Kinyarwanda (local dialect) to English.

**ASSOCIATIONS AND VOLUNTEER WORK**

* 12 days training [Akazi Kanoze] – (Frontiers – Rwanda Development Board)
* Rotaract Club of Kigali city (Community Based)
* Volunteered at Kigali Public Library

**COMPUTER SKILLS**

* Ms Word
* Ms Excel
* Internet Technologies
* Power Point

**LANGUAGES**

* English (fluent)
* French (Fair)

I hereby declare that all the information provided above is true to the best of my knowledge.

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