**MARGARET**

**Address. :Abu Hail**

**Email. :** [**Margaret.339449@2freemail.com**](mailto:Margaret.339449@2freemail.com)

**C/o-Tel. : +971505891826**

**D.O.B :14 Feb 1990**

**Marital Status. : Single**

**Nationality. :Kenyan**

A result driven committed and articulate Retail merchandiser with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan and manage territory whilst and maintaining and developing existing and new customers through ethical sales methods and consistent high customer service.

Possessing a good team spirit, deadline oriented and having the ability to succeed in a demanding sales environment.

Now looking forward to making a significant contribution in an ambitious and excitingcompany that offers a genuine opportunity for progression.20

**WORK EXPERINCE**

**Bata shoe company.**

**(2014 - 2016)**

**Retail Merchandiser**

* Welcome Customers to Retail Store With The Proper And Standard Greeting.
* Assist Customer With Merchandise And Answer All Product-related Questions Necessary to Guide them through the Buying Process.
* Make Sure Merchandise Displays Are Kept Clean And In Proper Order.
* Update Inventory And Made Sure In-store Stocks Were Replenished.
* Contributed To Department Sales Increase To Improve Bottom Line By Aggressive Marketing.
* Handled Placement Of Sale Labels, Security Tagging, And Price Gunning Articles Of shoes.
* Hit Sales Quota.

**Maathai Supermarket (2012 – 2014)**

**Sales Representative**

* Greeted customers in a professional manner, while quickly determining their needs.
* Answered customers questions about product availability and shipment times.
* Processed cash and credit payments rapidly and accurately.
* Placed special merchandise orders for customers.
* Responded to all customers enquiries thoroughly and professionally.
* Referred unresolved customer grievances to designated department for further investigation
* Coordinate between billing department and customers to resolve problems.
* Documented all customer enquiries and comments thoroughly and quickly.
* Accurately logged all daily shipping and receiving orders.

**SKILLS AND COMPETENCE / EDUCATION**

|  |  |
| --- | --- |
| POS software conversant | Cash handling and management |
| Retail merchandising experience | People oriented |
| Detail oriented | Positive and friendly |
| Strong interpersonal skills | Strong conflict resolution skills |
| Excellent work ethic | Goal oriented |
| Ms Office proficient | Great team player |
| Sales Expert | Customer service oriented |

**Railway Training Institute. (Jan 2010 – Nov 2011)**

Diploma in business Administration and ICT(information & Communication Technology)

**Gatugi Girls Secondary School. ( Feb 2005 – Nov 2008)**

Kenya Certificate of Secondary Education

**Gichami Primary School. (1997 – 2004)**

Kenya Certificate of Primary Education

**Languages:** English & Swahili ( both fluently spoken and written)

**Hobbies:** Playing hockey, Novels listening to music

**REFEREES:** Availability upon request.