**WENDESENE**

**WENDESENE.345223@2freemail.com**

**CAREER OBJECTIVES**

To work in a productive and dynamic environment that offers a challenging career and growth. Where I can build up on my skills, enrich my professional experience and make a real contribution for the growth of the organization.

**SKILLS**

* Good oral communication skills.
* Ability to work under pressure and with less supervision.
* With high standard of customer service
* Enthusiastic, self-motivated, good solo and team player
* Creativity and innovation in the production of presentation materials
* Excellent team-player
* Trustworthy, hardworking, efficient and highly organized individual with excellent interpersonal and communication skills.
* Excellent customer service and public relation skills along with the ability to work individually and as a team work.

**EDUCATIONAL QUALIFICATION**

**UNITY UNIVERSITY COLLEGE**

**MASTER PHOTO GRAPY AND VIDEO GRAPY COLLEGE**

**2004**

**PROFESSIONAL EXPERIENCE**

**99 KIDS STORE - ETHIOPIA**

**OWN BUSINESS**

**2015-2016**

**H & M ALSHYA**

**SALES ASSOCIATE**

**2011 - 2013**

**SUPERVISOR**

**2013-2014**

**Duties and responsibilities**

* Provides the highest level of customer service by demonstrating advanced product knowledge, excellent selling skills, builds customer relationship that results in increased sales of a specific outright brand or classification.
* Conduct preparations of displays including arrangement of all items in a proper order.
* Dealing courteously with the customers as well as assisting their needs.
* Arrange merchandise and display the product frequently.
* Listening to customer requirements and presenting appropriately to make a sale.
* Acting as a contact between a company and its existing and potential markets.
* Negotiating on price and cost, delivery and specifications with buyers and managers.
* Challenging any objections with a view to getting the customer to buy.
* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer.
* Maintain solid product knowledge and all other aspects of customer service.
* Maintain an awareness of all promotions and advertisements.
* Assist in ringing up sales at registers and or bagging merchandise.

**OUT DOOR CONCEPT TRADING**

**OUTDOOR SALES**

**2007 UP TO 2011**

**Duties and responsibilities**

* Responsible for generating sales of the product or service they are involved in marketing
* Making sales is a complex process that involves seeking out potential customers or clients, offering them your product or service and persuading them to make a purchase or investments.
* Marketers are often responsible for pitching an item to a potential customer and familiarizing them with the benefits of the product or service

**COMPANY : ETHIOPIAN AIRLINE DUTY FREE**

**POSITION : CUSTOMER SERVICE**

**YEAR : JAN 2006 UP TO 2007**

**COMPANY : MOINCO TOYOTA COMPANY IN ETHIOPIA**

**POSITION : SALES MAN AND DRIVER**

**YEAR : MARCH 2004 UP TO JAN 2006**