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| **Nakimuli**  ***Fashion/Retail Sales & Customer Service Professional***  Email: [nakimuli.348943@2freemail.com](mailto:nakimuli.348943@2freemail.com) | Untitled |

**Profile Summary **

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Highly motivated, dedicated and service oriented professional offering 6+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; Acquired practical work experience in handling Fashion/Retail Sales & Marketing, Merchandising, Cashier, Customer Service related functions, and Clients relations. Excellent track record in managing store, stock inventory, maintaining close ties with suppliers, fostering client relations and delivering high service standards that greatly contributed to company’s business growth; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, problem-solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths** | |
| * Gained 6+ years experience within Retail Industry * Outstanding Customer Service & Time Management * Competence to handle pressure with ease & efficiency * Exemplary Communication & Interpersonal Skills * Possess Integrity, Creativity, Honesty & Teamwork | * Competency in Sales & Marketing, Customer Service * Ability to perform multi-task and meet tight deadlines * Strong Analytical, Organization & Coordination skills * Capabilities to deal with Multi-cultural Clientele * Self-starter-Quick learner-Vibrant personality |

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| **Career Snapshot** |

**Sales Associate – Woolwoths Fashion, Kampala, Uganda 2013 – 2015**

**Customer Care Representative – Select Garments, Kampala, Uganda 2011 – 2012**

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| **Core Competency** |

**Sales & Marketing – Fashion/Retail**

* Welcomes customers by greeting them and offering them assistance. Directs customers by escorting them to racks, counters and suggesting items.
* Arrange display as requested by product manager/showroom manager. Answer customer inquiries with regard to product specifications, pricing, and payment methods.
* Advise customers by providing information on products. Helps customer make selections by building customer confidence, offering suggestions and opinions.
* Document sale by creating or updating customer profile records. Processes payments by totaling purchases, processing checks, cash, and store or other credit cards.
* Set up advertising display, calculate price discounts and prepare invoices. Keep record of customer information for customer call reports.
* Stamp, mark, or tag prices on merchandise as required. Stock shelves, counters, or tables with bike accessories as required. Demonstrate product in accordance with procedures. Register sales & deliver cash to cashier on daily bases.
* File all cash receipts along with product sales invoice copy. Monitor and reports on market trends and competitor activity.

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Skillful in providing first-class customer experience resulting in satisfaction, loyalty, and retention.
* Process customer transaction and respond to queries in a responsive, accurate and timely manner.
* Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution expediting correction or adjustment, following up to ensure resolution.
* Apply basic concepts, practices, and procedures of handling client’s complaints while meeting quality standards for customer services. Uphold proactive communication with customers through phone, e-mail or regular mail.
* Maintain records of customer interaction and transactions, document details of inquiries, complaints, issues, comments and actions taken. Observe strict confidentiality of all company documents and reports.
* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, were taken. Check to ensure that appropriate changes were made to resolve customers' problems.
* Recommend potential services to management by collecting customer information and analyzing customer needs.
* Contribute to the establishment and development of the organization’s goodwill/reputation.

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| **Proven Job Role** |

**Sales Associate – Woolwoths Fashion, Kampala, Uganda**

* Responsible for merchandising items on the display, stock room arrangement and handling Cash counter during opening until closing of the store.
* Developed owns portfolio for customers while strictly adhering to company policies and procedures.
* Assisted in outlining effective cost price and proceedings to generate extra sales and revenue.
* Collected all the necessary information required to create a request needed for pricing and calculate profit margins.
* Contacted prospective clients by phone and email and identify the customer's needs. Attended various trade shows and exhibitions whenever required.

**Customer Care Representative – Select Garments, Kampala, Uganda**

* Welcomed clients to the Mall in a polite, friendly and helpful manner. Answer telephone inquiries promptly and professionally and transfer calls on the right department.
* Effectively maintain records and file data according to category. Serve as a first point of contact for clients and their inquiries. Promptly deal and resolve customer complaints.
* Stay abreast on the mall products, services, pricing and promotional offer. Ensure to complete the night auditing procedures with accuracy and attention to detail.
* Provided information and literature about the Mall in person and via telephone.

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| **Educational & I.T Background** |

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* Diploma in Advance Certificate of Education 2010 – 2011
* Uganda Certificate of Education 2006 – 2009
* Proficient in MS Office application (Word, Excel, Email application & Internet).

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| **Personal Details** |

Nationality : Uganda

Date of Birth : 05th May 1992

Marital Status : Single

Visa Status : Visit Visa

Languages : English

Reference : Available upon request