**NAME: GLADYS**

**GLADYS.350167@2freemail.com**

**GENDER: FEMALE**

**DATE: 16/2/1987**

**NATIONALITY: UGANDAN**

**MARITAL STATUS: SINGLE**

**VISA STATUS: TOURIST**

**PROFESSION: SALES ASSOCIATE**

**SALES EXECUTIVE**

Seeking a position that will benefit from my Sales, customer service experience, flexibility and positive interaction skills in a fashion industry.

**PROFILE:**

I am Enthusiastic, self-driven lady with 2+ years of customer service experience, Award-winning hospitality and customer service skills, excellent money-handling skills and familiarity with POS systems..

**Skills**

* Good computer skills in Microsoft packages, Accounting packages and Internet
* Great customer service skills
* Excellent problem solving skills
* Excellent organizational and detail-oriented skills
* Great skills of good team player
* Excellent communication skills
* Customer service Training
* Microsoft Tools (Ms Word, Ms Excel, Ms Access, Ms PowerPoint and MS project), Proficient in Quick books.

**WORK EXPERIENCE**

O**RGANISATION/ COMPANY: NAKUMATTE OASI MALL SUPER MARKET, KAMPALA, UGANDA** **PERIOD: Oct/2012 –Dec /2013**

**Responsibilities**

* Explaining the customers on the different types of honey like Italian bee honey ( light), (German bee honey(dark), Russian honey (grey) BEST)Buck fast(medium) etc.
* Creating nurturing relationship with customers through offering different opportunities whenever available
* Conducting sale promotions for our products
* Ensuring customer certification through good customer care
* Produce orders
* Promotional tickets – price changes and Specials to fixtures
* Return of customer baskets to stand
* Light Cleaning
* Date rotation checks/date stamping
* Produce quality check
* Customer service (greeting and help locate items when required)
* Answering telephone

**ORGANISATION/ ORGANISATION: WOOLWORTHS STORE, UGANDA**

**DESIGNATION: SALES ASSOCIATE:**

**PERIOD: Jan/2014 – Oct/2015**

**Responsibilities**

* Participate in stock management and control
* Assist shoppers locate the products and goods they desire
* Assist customers in clothes matching with accessories
* Perform cash processing and card payments.
* Attach price tags to merchandise and stock shelves with goods
* Answer queries from shoppers
* Guide and give advice to customers on products
* Deal with customer refunds
* Keep the store clean and tidy
* Look out for shoplifters; responsible for security within the store

**ORGANISATION: AIRTEL UGANDA**

**Designation: CUSTOMER CARE SERVICES REPRESENTATIVE/ ADMIN, ASSISTANT**

**PERIOD: Nov/2015 - Feb/2017**

**Responsibilities**

Duties include handling and preparing of daily/monthly reports and constant liaison with safety supervisors and team leaders demanding strong professional qualities pertaining to pressure and maturity.

* + - * Identifying opportunities to offer information and make product or service suggestions based on a customer's needs.
			* Updating and making changes to customer accounts.
			* Documenting all customer interactions and entering the information into a computer, as well as ensuring that all records are accurate and up-to-date.
			* Attending to customer network related problems.
			* Handling difficult customers and making sure that each customer has a good experience.
			* Office management.
* Actively promote a work environment, which cares for clients and associates alike
* Participate in promotions in the store and good customer service so as increase the sales.

**EDUCATION BACKGROUND**

**2010-2012 Bachelor’s Degree in Information Technology**

**2007-2009 Diploma in Entrepreneurship and Information Technology**

**2005-2006 Uganda Advanced Certificate of Education**

**2001-2005 Uganda Certificate of Education**

**NB:** Am available immediately and my visa cancellation can be done any time following the closure of my company