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|   | **CURRICULUM VITAE****Dennis****Dennis.352234@2freemail.com** |
|  | **PERSONAL SUMMARY** A committed and well-motivated who aspires to hold a position where I will be able to interact with customers on a daily basis. Highly articulate and having a clear voice, a quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of the customer. Well-presented and highly personable, with a deep knowledge of corporate regulatory and company rules. Excellent organizational skills, highly efficient and methodical with a good eye for detail. |
|  | **WORK EXPERIENCE** **IKEA : Gothenburg, Sweden****Customer service representative - Nov 2014 to Nov 2016****Job profile:*** Greet customers warmly and ascertain problem or reason for visiting
* To inform customers of deals and promotion and sell products and services
* Resolve any customer complain
* Interacting with company’s customers to address inquiries regarding products and services
* Suggest solutions when a product malfunctions
* Initiating sales and updating sales report
* Work with coordinators and customer service managers to ensure proper customer service is being delivered
* Handle additional duties as needed by customers or management
* **Åhléns City: Gothenburg, Sweden**

**Sales Representative - Feb 2013 to Apr 2014****Job Profile:*** Providing information on different electronic products mainly different brands of Home Appliances
* To maintain stocks in selling area and warehouse.
* Maintaining effective and stable communication with staff members
* Providing support to the managerial, technical and financial department.
* Presenting new products to clients
* Initiating sales and updating sales report.
* Responsible in handling queries and customer's complaints and ensure satisfaction.

**KEY SKILLS AND COMPETENCIES*** Good knowledge of sales Techniques.
* Excellent communication and presentation skills.
* Excellent analytical and Decision making skills
* Good organizational ,interpersonal and management skills
* Fault diagnosis and problem solving skills.
* Excellent Customers handling and supports skills
* Fluent in English both written and oral
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|  | **ACADEMIC QUALIFICATIONS****Phonix College of Professional Studies : Feb 2011 – Dec 2012**Diploma in IT **Unity College and Business Studies : Jan 2008 – Dec 2010**Diploma in Hospitality **Green Valley International School : From Jan 2000 – Dec 2004****Kenya Certificate of Primary Examination : From Jan 1992 – Dec 1999** |