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|  | **CURRICULUM VITAE**  **Dennis**  [**Dennis.352234@2freemail.com**](mailto: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 |
|  | **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** |