

Brendah

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**PROFILE:**

I am a self-driven person with a positive attitude towards work I embrace challenges and can easily adapt to change. I pose with effective flexibility, communication and inter personal skills. I can deal with different people from multi-cultural backgrounds. I am highly diligent and can work for long hours under minimum supervision.

**CAREER OBJECTIVE:**

Seeking a challenging position and responsibility to attain efficient and sustainable sales and marketing management systems, to develop and advance my professional career there by meeting different people hence achieving my personal goals and objectives while maximizing company performance and excellent customer service delivery.

**2014-2016: APPAREL LLC (CALL IT SPRING) ALDO GROUP BRAND**

Position held: sales associate

ACHIEVEMENTS;

* I learnt to greet customer with a warm smile at first sight because first impression is a lasting impression.
* I ensured that I practice the G.U.E.S.T approach of greeting the customer, understanding customer needs and buying signals, engaging them in a conversation hence closing of the sale.
* I kept up my R.O.S (responsible of section) intact through refill, pricing, lacing and display of items.
* I learnt to listen to customer complaints, queries and ensured they are well handled.
* I ensured the outlet was clean full time before,during and after trading hours.
* I ran for sale with passion to reach my sales targets for the month

**2011-2013: Bata Uganda**

Position held: Sales and customer services

**ACHIEVEMENTS**

* I learnt to greet and welcome customers with a gentle, warm, genuine smile.
* I ensred that customers received outstanding service by providing a friendly atmosphere.
* I learnt to provide quality knowledge on available merchandise and sale.
* I aided customers in locating merchandise and attended to their requests.
* I listened to customer complaints, queries and provided solutions.
* I learnt to handle customers’ suggestions and forwarded them to management.
* I received phone calls from customers and distributors about products and solved pending queries.

**2008-April 2009: Shoprite L.LC.**

**Position held: Sales and marketing.**

**ACHIEVEMENTS;**

* I learnt to greet customers to make sure they felt welcomed to our store
* I checked quantities of goods on display and in stock to avoid shortages and losses to the company.
* I gained a clear understanding of customers’ businesses and requirements
* I maintained and developed relationships with existing customers like tourists and Nationals via telephone calls and emails.
* I learnt to negotiate the terms of an agreement and closing sales.

**EDUCATION BACKGROUND:**

**YEAR SCHOOL AWARD**

2005-2008 Makerere University Bachelors of Leisure and

Hospitality Management

2003-2004 Buloba High School U.A.C.E

1999-2002 Iganga secondary school U.C.E

**COMPTENCES AND SKILLS:**

* Computer skills in Microsoft Word, Microsoft Excel, Microsoft Access.
* High level of integrity
* Creative and a team-worker
* Ability to work under minimum supervision in a multi-cultural organization.
* Excellent communication and interpersonal skill
* Ability to establish and maintain effective working relations with clients, vendors, staff and the public.

**HOBBIES:**

* Listening to music, socializing, reading and travelling.