

**DELIWE**

**DELIWE.362078@2freemail.com**

**Bachelor of Business Administration,(UNISA), Diploma in Marketing Management, (IAC)**

**Diploma in Education, Belvedere Technical Teachers College (Zim)**

**PROFILE**

An articulate and hardworking sales personnel with experience of providing professional and efficient service to customers. Ensures high level of customer satisfaction and to exceed their expectations when it comes to customer care.

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**COMPETENCIES**

Team work, Interpersonal skills, Customer service orientation, Integrity, Dependability, English language proficiency, Diversity relations, Analytical skills, Computer skills, Telephone etiquette skills and Decision making.

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**CAREER HISTORY**

**BATA SHOE COMPANY,Gweru Zimbabwe ~ASSISTANT SALES MANAGER (2014-2016)**

**DUTIES**

 - Handling customer requests, queries and complaints, personally and over the phone.

 - Analysing the sales reports and then reporting them to the sales manager.

 - Providing correct and timely information to customers on new products through marketing emails.

 - Supporting the company in the implementation of its market campaigns.

 - Requesting feedback from customers on products.

 - Explaining products and schemes to customers and motivating them to purchase.

 - Monitoring and working with the sales team on their day to day duties.

 - Solving and making decisions on any problems that sales team may face.

 - Assisting in organising promotional events.

**ZFC, Harare, Zimbabwe ~ SALES EXECUTIVE (2010-2013)**

**DUTIES**

 - Attending to customers who phone or visit the office.

 - Marketing new and existing products to prospective customers through presentations.

 - Preparing quotations, invoices and receipting.

 - Handling customer queries on products and services offered through face to face, by phone, email or mail.

 - Preparing weekly and monthly sales reports for senior managers.

 - Doing customer retention by calling and visiting existing customers.

**SELUKWE CHROME SECONDARY SCHOOL , Shurugwi, Zimbabwe ~ TEACHER (1997-2009)**

**DUTIES**

 - Teaching Accounts, Commerce and Geography.

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**ADDITIONAL SKILLS**

Microsoft Word, Microsoft Excel

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**References upon request**