

###  Ammanuel.363894@2freemail.com

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###  Ammanuel

SUMMARY

Profile: Male, 28, Single

Nationality: Ethiopian

Current location: Abu Dhabi

Current position: Sales Executive

Company: Virgin Megastores UAE

Preferred locations: UAE

WORK EXPERIENCE

**April. 2015 – April 2017 Virgin Megastores Abu Dhabi UAE.**

 ***Sales Executive***

 Virgin Megastore is a global leader in retail entertainment store throughout the Middle East.

 **Responsibilities:**

* Greeting, attending and listening customers with patience and clear communication.
* Understanding guests needs Planning, Organizing and Recommending products, delivering solutions and answering questions.
* Selling different kinds of products and accessories while explaining company’s terms and conditions.
* Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.
* Display efficiency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers.
* Record sales and order information and report the same to the sales department.
* Make decisions on markdowns when necessary to satisfy customer
* Suggest related items/services outside of department that customer may need
* Execute daily stock maintenance: all products are signed, displayed, lit
* and clean
* Sending Transfers to other branches and returning & accepting new stocks

From the different suppliers.

**April. 2013 – March 2015** **Sharaf DG** **Dubai UAE.**

  ***Customer Care / Call Center***

 The top Stationery manufacturer wholesaler, retailer in the Middle East established 1980.

  **Responsibilities:**

* Manage large numbers of inbound and outbound Calls in a timely manner.
* Identifying Customer’s needs, Clarify Information, research every issue and providing solutions and/or alternatives.
* Recording Customer Information and complains in our database.
* Resolves product or service problems by clarifying customer’s information and solve the problem in its best solution.
* Building sustainable relationship with customers by explaining company’s terms and conditions.
* Entering, Reviewing and Correcting data from our system to keep and excellent record.

**Jul. 2011 -Jul.2012** **4AMT Mobile Technologies PLC**  **Ethiopia**

 *Call Center /Tele Sales/*

* Marketing all kinds of products directly with customers, (real estates, lotteries, ringtones company shares, etc.)
* Support and provide superior service via phones, e-mails and text messages as a Receiver and Caller.
* Dealing with different kinds of text messages and correcting them.
* Entering new data into the system and updating them continuously.
* IT Support, team work and many more.

**Dec. 2008 -May.2011** **Comprev IT Solutions Importer** **Ethiopia**

 *IT Technician and Sales Executive*

* Selling computer desktops and accessories.
* Keeping and executing records of Customers(MS Word and MS Excel)
* Experience in Communication between different Customers by e-mail, phone.
* Customer oriented experience in customer service & selling techniques.
* Team work and many more

EDUCATION

Oct. 2005 – Sept 2008 St. Mary’s University College Addis Ababa, Ethiopia

 Diploma in Information Technology

 ***Attested by Ministry of foreign affairs Ethiopia***

ADDITIONAL SKILLS

* Sales Techniques.
* Advanced computer skills.
* Critical Thinking
* Able to work on any kind of schedule or situations.
* Team building skills.

LANGUAGE

 English: Fluent, read and write

 Amharic: Fluent, read and write