**Rahel**

**Rahel.366280@2freemail.com**

# PERSONALPERSONAL SUMMARY

Rahel is an expert at providing exceptional customer service and creating a customer centric environment. She is a goal oriented individual who embraces the challenge of mediocrity and pushes past it. Possessing extensive knowledge of basic retail concepts, visual merchandising and loss prevention techniques has allowed her in the past to achieve all goals that have been set for her. As a true professional she always exhibits a cheerful demeanour toward others, and uses a win-win approach to help remove barriers. Her key strengths lie in the fields of customer satisfaction, sales generation and loss prevention. During her career she has worked in well-known retail stores and has successfully sold equipment, furniture, shoes and clothes. Right now she would like to work for a company that shares her values and commitment to delivering a friendly and enthusiastic customer experience to all shoppers.

# CAREER HISTORY

SALES ASSOCIATE – July 2015 – February 2017

Employers name – Demble city center Ethiopia

Responsible for ensuring that each customer receives the best service possible, and for assisting in the execution of all store initiatives that contribute to generating sales.

Duties;

* Responding quickly and resourcefully to customer requests or concerns.
* Using suggestive selling techniques to increase sales.
* Giving information to customers about products.
* Operating the till.
* Up selling and making recommendations to customers.
* Serving multiple customers in a short period of time.
* Carrying out re-merchandising, display, price markdowns duties.
* Accurately completing cash register transactions.
* Receiving store deliveries.
* Representing the store in a professional and positive manner.
* Creating and maintaining long-term relationships with regular customers.
* Assisting in all store administrative tasks.
* Taking care of the customers’ needs while following company procedures.
* Executing marketing and visual merchandising initiatives.
* Occasionally opening and closing the store.
* Organising the display of merchandise.
* Assisting customers with choices by providing them with information about products.
* Participating in physical inventory counts.
* Adhering to all store retail policies and procedures.

SALES ASSISTANT – May 2008 - January 2010

Employers – Zefemesh Boutique Ethiopia

# KEY SKILLS AND COMPETENCIES

Sales

* Able to engage and speak to customers.
* Superb people and sales skills.
* Customer service experience in a retail environment.
* Knowledge and experience in using computer systems.
* Communicating effectively and professionally.
* Can work at a sustained pace and produce quality work.

Personal

* Highly enthusiastic individual who has a strong desire and commitment to achieve both personal and professional goals.
* High energy levels.
* Physically fit and capable of repetitive bending, prolonged standing, twisting, stooping, squatting and climbing.
* Willing to take ownership of problems.
* Dependable and trustworthy.
* Willing to work late nights, overtime and weekends.
* Punctual and always on time for work.

# AREAS OF EXPERTISE

Store Operations

Front-end operations

Merchandising

Retail operating standards

# ACADEMIC QUALIFICATIONS

Debre Markos university Ethiopia – Bachelor of law LLB in 2015