**PERSONAL DETAILS** ESTHER.367063@2freemail.com

Name ESTHER

Gender Female

Language English and Swahili

**Personal summary**

A reliable, trustworthy and conscious sales assistant who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, Esther has used her extensive experience of the retail industry to develop superb organizational, problem solving and sales skills. She is an exceptional person who can explore new territories and push existing limits in the search for sales. She is currently looking for a suitable sales assistant opportunity with a company that will not only challenge her professionally but also allow her to develop her knowledge & potential further.

**RETAIL**

1. Able to help customers find what they want.
2. Fully aware of security issues concerning stock in relation to shoplifting, leakage and theft.
3. Able to maintain high standards of display & visual merchandising to ensure the store is well presented.
4. Ready and able to work individually and within a team environment.
5. Good with numbers, and able to use modern computerized equipment and specialist retailing software.
6. Quick into learning new models and fit in new environments.

**SALES**

1. Good numerical skills with the ability to manually calculate costs without error.
2. Able to promote a store and its products through effective marketing activities like leafleting etc.
3. Experience of working in a commission based sales environment.
4. Able to accurately describe a products features and benefits to a customer.

**PERSONAL**

1. Willing to work on a shift basis including evenings and weekends.
2. Always smartly dressed, articulate and presentable.
3. Ability to take ownership of issues and to work alone with little or no supervision.
4. Extremely organized with a high level of attention to detail.
5. Have high self-esteem and able to express myself well in front of customers and staff.

**CAREER HISTORY**

***Retail Store –* CHIEF CASHIER, COSMETICS/BEAUTY ADVISOR.**

 **CENTURION PHARMACY 2012–2017**

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 ***Duties***

1. Serving customers at the sales counter.
2. Offering face to face advice to customers on the stores products.
3. Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
4. Processing returns and refunds as required in line with company procedures.
5. Occasionally being responsible for the stores security including being its key holder.
6. Using the stock management system to log, check, locate and move stock both in and out of the store.
7. Responsible for the daily management of the till in the absence of the senior members.
8. Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements.
9. Making sure that any item which is removed from a display column is replaced immediately after a sale.
10. Handling customer complaints in a calm manner.
11. Managing cash and payment systems in accordance with company procedures and policies.
12. Suggesting products, explaining how the products work, demonstrating how to use the product, performing make overs and operate the cash register.
13. Making sale goals, build customer relations through follow up calls and messaging.
14. Recruit new customers and order new products.

**ACADEMIC QUALIFICATIONS**

**UNIVERSITY: EGERTON UNIVERSITY**

 **BACHELORS DEGREE IN ECOTOURISM AND HOSPITALITY MANAGEMENT**

 **2ND CLASS UPPER QUALIFICATIONS**

**HIGH SCHOOL: KIRIANI GIRLS HIGH SCHOOL**

 **KENYA CERTIFICATE OF SECONDARY EDUCATION**

 **341 MARKS OUT OF 500, B+**

**REFERENCES** – Available on request