**CURRICULUM VITAE**

**ANNET**

**SALES EXECUTIVE**



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**Baniyas, Abu Dhabi**

**U.A.E**

**PERSONAL SUMMARY**

An ambitious, highly motivated and energetic sales executive with excellent marketing and Cashier skills. Experience of managing sales and cashing for established retail outlets, franchises and international brands. A results orientated professional with a proven ability to get results, generate revenue, improve service as well as reduce costs. Over 5 years marketing experience of working in competitive industries and successfully identifying, developing and managing new business opportunities within these markets.

**WORK EXPERIENCE**

* **SALES & CASHIER: BANI YAS CO-OPERATIVE SOCIETY( 2015 – present)**
  + Working closely with the Sales Director to prospect, pitch & close new business.
  + Gaining a strong knowledge and understanding of a clients’ brand and products.
  + Organizing weekly team meetings with staff, directors and senior managers.
  + Involved in the day to day management of clients.
  + Participation in team building and sales training events.
  + Performance monitoring of account executives and account teams.
  + Address client concerns and ensure the resolution of issues in a timely manner.
  + Maintaining contact with clients - giving them regular updates.
  + In charge of budgets and administration.
  + Oversee existing campaigns to grow key accounts.
  + Delivering ongoing market analysis and assessment of competitors.
  + Retain accounts through the development of strong relationships with key decision makers.
  + Issuing receipts, refunds, credits, or change due to customers.
  + Maintain clean and orderly checkout areas.
  + Resolving customer complaints.
  + Keeping balance sheets of amounts and numbers of transactions.
  + Stocking shelves, and marking prices on shelves and items.
* **SALS EXECUTIVE: SELECT DESIGNER (2012-2014) Kampala -UGANDA. Role:**
  + Managing all retail and online related customer contacts.
  + Providing quality responses to customer contacts in person, telephone & email.
  + Dealing with enquiries & answering calls from new and existing customers.
  + Suggesting solutions to customers in a positive manner.
  + Dealing with all escalated complaints and enquiries efficiently and effectively.
  + Communicate promptly any information to customers about their orders.
  + Helping customers to register online and/or to process their orders.
  + Giving customers information about company services and products.
  + Building relationships with customers. Recording all queries and making notes on logging software. Resolving assigned incidents within pre-agreed timescales.
  + Familiar with all with Microsoft packages. Handling difficult and aggressive customers in a professional manner.
  + Assisting the finance Department with customers on security checks.

COMPETENCE

* + Excellent account management skills.
  + Strong presentation and negotiation skills.
  + Contacting and communicating with high end decision makers.
  + Ability to follow up with clients in a timely professional manner.
  + Good knowledge of Customer Marketing Databases and how to use them.
  + A successful track record in new business development within the SME sector.
  + Ability to work long hours, often under pressure
* **EDUCATION & TRAINING**
  1. 2008 - 2011 B.Sc. Guidance Counselling **KYAMBOGO UNIVERSITY**
  2. 2006 – 2007 A/L **AGGREY MEMMORIAL SCHOOL**
* **LANGUAGE CAPABILITIES**

English and Arabic languages, (basic).

* **HOBBIES**

Reading, Travelling, Swimming, Movies

* **REFERENCES** UPON REQUEST