**CURRICULUM VITAE**

**ANNET**

**SALES EXECUTIVE**



**Email:** **annet.370773@2freemail.com**

**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