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** CURRICULUM VITAE**

 **JOSHUA**

Nationality: **Ugandan**

Visa status: **VISIT VISA**

 Email**:** Joshua.375042@2freemail.com

**CAREER OBJECTIVES**

Seeking a career with a dynamic environment where I can learn new things and get a chance to realize my potential by being an asset to the company and helping the company to attain pinnacle of success.

**WORK EXPERIENCE**

**MARTZ ELECTRONIC COMPANY -UGANDA 2016-2017**

**POSITION: SALES ASSOCIATE**

**Duties and Responsibilities**

* Assist the sales in the retail market activities
* Display merchandising and promotion of all products in the dealers showrooms
* Attend to customers enquiries in the dealers showrooms
* Provide suggestive feedbacks to the department managers based from the customers request, queries and suggestions to help increase sales profit
* Maintain a professional relationship with the customers, dealers, staff and increase customers data base
* Attend all necessary product knowledge training courses to ensure maximum knowledge on the product which includes parameters of brands like warranty, safety and benefits
* Maintain standard displays of products
* Maintaining an awareness of all promotions and advertisements
* Display maintenance and housekeeping.
* Maintain solid product knowledge and all other aspects of customer service
* Communicate customer requests to management

**PEP CLOTHING LINE KAMPALA-UGANDA 2014-2015**

**POSITION: SALES EXECUTIVE**

**Duties and Responsibilities**

* Understanding and providing assistance in satisfying customer needs & queries about products, prices and services
* Advising customers on product ranges best suited to their needs
* Achieving the sales**target**and focus on increasing sales by using advanced sales techniques
* Focusing on Up selling/ Cross selling
* Maintaining customer relationships in order to build long term brand loyalty
* Handling new launches, promotion of products and visual merchandising
* Ensuring**stock**replenishment at all times
* Maintaining general cleanliness, hygiene standards and visual displays
* Implementing CRM at the store level and providing relevant feedback
* Coordinating with Customer Care Centre for after sales service
* Generating Daily Sales Report
* Following all company procedures in ordering, cash handling and other common practices

**KENJOY SUPERMARKET ENTEBBE ROAD 2011-2013**

**POSITION: CUSTOMER SERVICE**

**Duties and Responsibiliti**es

* Deliver excellent customer service, at all times
* Assist in keeping the store area clean and tidy, at all times
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Administer all reservations, cancellations and no-shows, in line with company policy
* Keep up to date with current promotions and product pricing, to provide information to guests, on request, while maximizing sales opportunities
* Fulfill all reasonable requests from guests to ensure their comfort, satisfaction and safety
* Conduct regular security checks throughout the day and report any security issues to line manager
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment.
* Maintain personal knowledge by completing in-house training and workbooks
* Always adhere to all company policies and procedures and licensing laws

**SKILLS**

* Proven abilities in virtually all customer related services
* Successfully handless pressure situations and multiple tasks in a fast paced environment
* Result oriented approach to task
* Ability to work in a team as well as individually
* Enjoy interaction with people from all walks of life with personal touch yet professional communication skills

**EDUCATION**

**Institution period award**

City view high school 2012-2013 Uganda advanced certificate of education (UACE)

Mugwanya summit college 2008-2011 Uganda certificate of education (UCE)

**LANGUAGE PROFICIENCY**

**Language Reading Writing Speaking**

English Very good Very good fluent

Kiswahili Good Fair Fair

Arabic Learning

**HOBBIES**

* Reading, Traveling and making friends

**REFEREES:** Available upon your request

**CERTIFICATION**

I, Joshua, do hereby certify that the above statements in this resume are true, complete and accurate, and based on all the information of which I have any knowledge. Furthermore, I authorize the release of any information from my records for the benefit I am seeking.

  **JOSHUA**