***Sales Associate with 2 years working experience in Dubai (UAE)***



***ALICE***

.

Visa status :Visit visa Nationality : Ugandan

Email: alice.380251@2freemail.com

**CAREER OBJECTIVE**

A polite, well-spoken and hardworking sales Person with experience of working in a busy working environment looking after the needs of all customers.

Attentive at all times with a willing and helpful manner that is required, Always approachable, and cheerful and observation skills as well as the ability to work alone or as part of a team. Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience, develop my abilities and value to the Organization/ company.

**. KEY SKILLS**

* Communication skills and customer oriented.
* The ability to work in a team/ in a team environment
* Good interpersonal skills, outgoing and a positive attitude
* Works well under pressure.
* Thorough Knowledge of Point of Sale (POS) system operation.
* . Highly responsible with organizational ability and reliable.
* Ability and motivation to learn new skills and knowledge.

**CAREER SNAPSHOT**

**Cashier at Super Bonanza Hyper Market Sharjah UAE [2016-March 2018]**

**Responsibilities**

Handle cash transaction from the customer.



Scan goods and collect payment from the customer.



Issue receipts, change and receipts.



Make sales referrals, cross-sell products and introduce new ones.



Resolve customer complaints, guide them and provide relevant information.



Greet customers when entering or leaving the shop. Build sustainable relationships of trust through open and interactive communication.



Pleasantly deal with customers to ensure satisfaction. Cleaning, organizing arrange items in the store and dust them.



Working as a team during inventory exercise.



Involving in price tagging, sorting and arranging items on offer every weekend.



**Sales Assistant / cashier** at RIVA Fashions and

Accessories Kampala Uganda. [2014 - February 2016]

**Sales Executive At EMAX Fashions** Afra Shopping

Centre Khartoum Sudan [ 2011 – December 2013]

**ACHIEVMENTS**

Provided the highest level of prompt and friendly customer service which increased clients’ base.



Achieved employee of the year Award following excellence in work procedures and mannerism.



Promoted from Sales assistant to the position of a cashier owing to demonstration of excellent cash handling. Trained 5 junior cashiers.



Attained success in balancing the cash after an extremely busy season .and days



Successfully achieved a certificate in customer service and computer training



Recognized for supporting the tracking the management of the inventory and ensured the products were always in stock.



Recognized for identifying needs and upsold to higher valve products as often as possible.



**AREAS OF EXPERTISE [ Customer service)**

Act as the first point of customers while projecting a professional image at all times



Expert to deal with customers of diverse nationalities



 Provide the highest attention to clients and use customer service skills for each business contact





**Professional Certificates**

* Customer Care /Sales training

by Super Bonanza Hypermarket

in August 2017

* Computer studies, Administration and Customer care service in Uganda 2014

 Keep records of customer interaction and transaction documents detail of inquiries, and complains, issues, comments and actions



 Continually develop an understanding of the company’s culture, products, ethical Initiatives, other areas of business and reflect the same in everyday performance.



 Apply basic concepts, practices and procedures of handling client’s complaints while meeting quality standards of customer service.



 Process customer transactions and respond to products and service inquires in a responsive, accurate and timely manner.



**EDUCATION**

**INSTITUTE AWARD YEAR**

* YMCA Institute Kampala Uganda; Certificate in Customer Care Service, Computer Studies and Administration. [ Dec 2014]
* Kyambogo University Kampala Uganda ; Diploma in Education[2005-2008]
* Mityana Standard Secondary School Uganda ; High School [1998-2003]