EMMANUEL ****

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RETAIL SALES ASSOCIATE

Customer Service… Communication… Collaboration…

**PERSONAL DETAIL**

* Gender : Male
* Date of Birth : June 16th .1988
* Relationship Status : Single
* Nationality : Nigerian
* Visa Status : Visit Visa
* Language : English

PROFESSIONAL HIGHLIGHTS  
• 6+ years’ extensive experience in retail sales and merchandising arena  
• Proven record of driving profitable sales through promotions and merchandise display  
• Known for exceeding store sales goals collaboratively  
• Proficient in building exceptional customer experiences through engagement, positive attitude and great service  
• Well-versed in performing daily departmental maintenance tasks

SPECIAL SKILLS  
• Keeping track of repeated customers, their likes and dislikes and their contact information  
• Anticipating customer responses  
• Reading, writing, math and latest technologies  
• Bilingual: English

SELECTED ACCOMPLISHMENTS  
• Achieved 100% sales goals in the year 2014 by putting in place excellent selling techniques  
• Increased customer base by 30% during the year 2015 following excellent customer services resulting in recurring business

PROFESSIONAL EXPERIENCE

Retail Sales Associate | All Solutions – Lagos state, Nigeria | Jan 2013 – Present

• Assist customers with product selection and queries  
• Investigate customer complaints and provide solutions accordingly  
• Set up store displays and merchandise  
• Operate cash register as and when necessary

Retail Sales Associate | City STores – Lagos State | May 2009 – Jan 2013

• Managed shelf stocking and pricing activities  
• Handled inventory and stocks  
• Reviewed merchandise movement  
• Inspected merchandise for quality and quantity

EDUCATION  
High School Diploma – 2008  
Baptist High School, Imo State, Nigeria

ADDITIONAL CAPABILITIES  
• Flexible schedule  
• Listens instructions actively and acts quickly  
• Computer: Retail Software, MS Word and Excel

**DECLARATION:**

I certify that the above information is true and correct to the best of my knowledge and ability. If you give me a chance to serve you, I assure you that I will execute my duties for the total satisfaction of my Superiors.