CURRICULUM VITAE

**HAFSWA**

Email: hafswa-393902@2freemail.com

**PERSONAL PROFILE**

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| --- | --- |
| Date of Birth : | April 3rd 1994 |
| Nationality | : | Ugandan |
| Civil Status | : | Married |
| Gender | : | Female |
| Visa Status | : |  Visit Visa  |
| Languages | : |  English and Arabic |

**OBJECTIVE**

Am an accomplished sales and customer service specialist experienced in turning excellent service and sales strategies into bottom line results in customer loyalty and increased profitability. Am an excellent performer with over 4 years expertise in sales and customer service. Am 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.

**POSITION: SALES ASSOCIATE**

**LOCATION: ABU DHABI**

**YEAR: 2018-2019**

**Responsibilities**

* Welcomed customers with a smile
* Showed our customers around our store
* Explained the different brands of shoes and clothes to our customers
* Assisted customers in identifying and buying products that they desired
* Ensured that the store was neat and tidy
* I ensured that display was always on point
* I handled cash and credit card transactions at the point of sell -POS

**POSITION: CASHIER**

**LOCATION: QATAR**

**YEAR: 2015-2017**

**Responsibilities**

* Counted money in the drawers at the beginning of the shifts to ensure that the figures were correct and confirming if there was enough change to run the shifts.
* Greeted customers who entered the hypermarket .
* Computed and recorded the transactions.
* Received cash and credit card transactions.
* Resolved customer complaints promptly by following the standard operating procedures.
* Calculated total payments received during the shifts and reconciled it with total sales.

**POSITION: SALES ASSOCIATE**

**LOCATION: UGANDA**

**YEAR: 2014-2015**

* Greetingcustomersinafriendlyandcourteouswayonentrytotheshopinordertoensuretheyfeelwelcomed andtocontributetoapositiveoverallshoppingexperience.
* Replenishedandre-merchandisingthestocksontheshopflooronaregularbasisinordertoensuremaximumrangeandsizeavailabilityatalltimes..
* Respondingpromptlytocustomer's inquiries.
* Communicatingwithcustomersthroughvariouschannels.
* Acknowledgingandresolvingcustomers complaints.

**EDUCATIONAL QUALIFICATION**

* Diploma in journalism and Mass Communication, Crane Media, Uganda 2013-2015.
* Uganda Advanced Certificate of Education ( UACE)Green light high school, 2011-2012.
* Uganda Certificate of Education (UCE)Mbogo high school, 2007-2010.

**SKILLS AND COMPETENCIES**



 **Computer Skills**. Microsoft Word, Microsoft Excel, Microsoft Power point.

* **Organizational Skills.** Ability to work as an effective team player or individually, able to meet deadlines, work under own initiative, with minimum or no supervision.
* **Interpersonal skills:** I have the ability to communicate with people at all levels and possess effective listening skills. I am flexible and adaptable where circumstances demand and I also possess a keen sense of awareness of other people’s needs.

**REFERENCES**

Available upon Request

**DECLARATION**

I declare that the information provided above is true and correct to the best of my knowledge.

 **HAFSWA**