

**CURRICULUM VITAE**

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| **PERSONAL DETAILS**: |  | : Badru  |  |
| Name |  |  |
| E-mail |  | : badru-394822@2freemail.com  |  |
| Nationality | : | Uganda |  |  |
| Marital Status |  | : Single |  |
| Date of Birth |  | : 28 November, 1992 |  |
| ADDRESS |  | : Dubai - U.A.E |  |

**OBJECTIVE**

To work within a dynamic, challenging and rewarding environment that will give me an opportunity to utilize my acquired skills, apply my academic knowledge, learn more through experience and realize my potential for a successful career.

**ACHIEVEMENTS**

I gained experience and skills such as maintaining customer relationships, complaints handling, clear communication, time management, attentiveness, paper works, product knowledge and awareness, computing, sales, computer literacy and telephone manner. Help company improve profitability, increase its market share and increase client base by approximately 30% year-on year and maintain current customers. Successfully worked under pressure while delivering quality customer service and smoothly interacted with persons from different culture and background.

**WORK EXPERIENCE:**

POSITION:

DURATION:

**Sales Executive**

2013 to March 2016

**DUTIES AS SALES EXECUTIVE**

* Recording daily sales and customer information and report the same to the sales and business development department.
* Provide accurate feedback on future buying trends to the business manager and supervisor.
* Remitting market information to management regarding customer complaints and appreciations.
* Door to door visits in various shops in the business hub to enhance portfolio growth.
* Identify business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Selling products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintaining quality service by establishing and enforcing organization standards.
* Site visiting with prospective customers and ensuring closure of business with the customers.
* Negotiating product prices with customers to conclude prices and close off sales deals.
* Ensuring accuracy before delivering the consignments to the customers.
* Take necessary action to resolve any complains raised by customers.
* Provide customers with information on daily deals and discounts.
* Provide excellent customer service.
* Process transactions quickly and accurately in form of depositing cheques and bank drafts.
* Ensure that any price changes put on items immediately and communicated to customers. And all other duties assigned to me by my manager.

POSITION: Supervisor

DURATION: 2016-2019

**DUTIES AS A SUPERVISOR**

* Welcomes and greets customers with a warm smile.
* Offer menus and provide suggestions when requested.
* Take orders and convey them to the kitchen in an accurate manner.
* Deliver orders and ask for feedback during and after meals.
* Receive cash and credit/debit card payments.
* Ensure accuracy before delivering the orders to the customers.
* Remove dishes and ensure that tables are organized appropriately.
* Greet guests and accompany them to their tables.
* Respond to any questions regarding menu items.
* Serve food and beverages.
* Take necessary action to resolve any complains.
* Prepare and serve specialty dishes at the table.
* Provide customers with information on daily deals and discounts.
* Inform patrons of each day specials.
* Prepare list of overall meals costs along with sales taxes.
* Stock services areas with supplies; coffee, food, tableware, and linens.
* Provide excellent customer service.
* Process transactions quickly and accurately on cash and POS machines and immediately issue receipts.

**EDUCATIONAL QUALIFICATION**

* Diploma.
* Uganda advance certificate of education
* Uganda Certificate of Education

**KEY SKILLS AND COMPETENCIES**

* General Math skills, mental calculation, computing skills and bill generation.
* Customer service skills, Interpersonal, Telephone and communication Skills.
* Remain customer-centric at all times.
* Negotiation skills.
* Cross selling products and services.
* Can effectively communicate via emails, phone-calls, and virtual presentations.
* Creating a fun and profitable atmosphere.
* Able to multi-task in a fast paced team environment.
* Developing sales initiatives and Business to business sales experience.
* Managing lengthy sales cycles, customer acquisition and relationships.
* Revenue generation and sales forecasts.
* Ability to work under pressure like strict deadlines and good team relations.
* Clear verbal, listening and writing skills and practical problem solving approach.

**BASIC SKILLS**

Computer skills

Operating Point Of Sale machines (POS)

Microsoft office applications

**HOBBIES**

* Reading
* Travelling
* Cooking
* Football

**LANGUAGE**

* English
* Swahili
* Basic Chinese
* Luganda
* Lunyakitala