**C U R R I C U L U M V I T A E**

**NEEMA**

Email: neema-397686@gulfjobseeker.com

**POSITION: SALES/ CASHIER**

***PERSONAL INFORMATION***

Date of Birth : 08 July 1992

Gender : Female

Marital status : Single

Language : English

Visa Status : Visit Visa

Nationality : Tanzanian

***Career objective***

Seeking a challenging position in a progressive and dynamic organization, where a strong dedication to the total satisfaction of customers and a high degree of enthusiasm could be completely utilized and which also provide growth, training and career development opportunities in the field.

***CAREER PROFILE***

* Track record of interacting with people of different backgrounds
* In-depth knowledge of providing quality customer service
* Excellent communication skills and attention to detail
* Able to tactfully foster relationships with employees and customers
* Demonstrated ability to learn new tasks quickly
* Strong command over speaking English
* Strong ability to handle the staff and work pressure

***PROFESSIONAL EXPERIENCE***

**Duration: Jan 2018 – Dec2019**

**Position: Cashier**

**Job Responsibilities**

* Handle cash, credit or check transactions with customers
* Scan goods and collect payments
* Ensure pricing is correct
* Issue change, receipts, refunds, or tickets
* Redeem stamps and coupons
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Make sales referrals, cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information
* Bag items carefully
* Maintaining sufficient amounts of change in cash drawer
* Balancing cash drawer and receipts; documents discrepancies.
* Training new cashiers and assisting customers in locating specific items

**Quality Center Mall, Tanzania**

**Duration: Feb 2016 – Dec 2017**

**Job Position: Sales Promoters**

**Duties and Responsibilities:**

* Develop and implement sales and service tools
* Respond to customer needs and requirements
* Promote products to sell in big chain stores
* Deliver Customer service in a courteous manner
* Plan and schedule visits to point of sales to promote product and services
* Communicate customer orders and requirement to customer service and care department
* Ensure delivery of products to customer in a timely manner
* Assist sales and service manager in preparing and verifying invoices, products and merchandise
* Implement best practices in sales and service activities
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide.

***EDUCATION Qualification***

* Certificate in procurement and supply
* Completed Secondary School

***HOBBIES***

* Travelling
* Reading
* Listening Music

***DECLARATION***

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

 **NEEMA**