

**AKUA**

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 ABU DHABI- UAE

**CERTIFIED SALES PROFESSIONAL**



**OBJECTIVE**

Certified sales professional with over 6 years of experience in retail seeking a position to utilize my acquired skills and knowledge in a company that offers employees professional growth and retentions



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| **SENIOR SALES SUPERVISOR 2019-2020** | WHO AM I? |  |
| **: Recognized Retail Brand in ABU DHABI** |  |
|  |  |
|  Performed duties in department busy store including POS ,stocking, |  |  |

merchandising, pricing

 Train New Employees on Sales and Visual Standards

 Greeting customers and assisting them with their choice of products

* Process Customer Transactions-picking up customers on the floor as stylist
* Team leader-Lead the team of sales associate on promotional campaign and on sales floor.
* Maintained up-to-date product knowledge and information on upcoming product releases.

**HEADCASHIER-2019-2020**

* 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

**STORE IN CHARGE**

**LASENZA-LIWASTORES-ABU DHBAI-2016-2019**

AKUA

**EDUCATION**

**TSWANE UNIVERSITY OF**

**TECHNOLOGY** – **South Africa**

* Economic Management Analysis

**REGIONAL EDUCATIONAL INSTITUTE-UAE** Management & Development Program-

MDP -UAE

**CERTIFICATIONS**

* Certified Bra specialist
* Certified Fragrance Specialist-
* Certified Beauty Accessories -
* Women clothing and fashions-Lasenza

Visual Merchandising-Lasenza

* Worked in line with the line manager on all updated stocks ,display & visualizing the store
* Maintains staff by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.
* Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.
* Maintains safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations.

**HEADCASHIER LASENZA-LIWASTORES ABU DHABI**

* Manage transactions with customers using cash registers
* Scan goods and ensure pricing is accurate
* Collect payments whether in cash or credit
* Issue receipts, refunds, change or tickets
* Redeem stamps and coupons
* Cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information
* Greet customers when entering or leaving the store
* Maintain clean and tidy checkout areas
* Track transactions on balance sheets and report any discrepancies
* Bag, box or gift-wrap packages

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| --- | --- | --- |
|  | PROFESSIONAL SKILLS |  |
| Communication |  |  |  |  |  |  |  |  |  |  | **95** |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Organization |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | **95** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Negotiation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | **95** |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Problem Solving |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | **90** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Multitasking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **95** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mobility |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | **90** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Self Motivated |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **100** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Attracting |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | **100** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Discrete |  |  |  | **80** |  |
|  |  |  |  |  |
|  |  |  |  |  |

* **Achievements and Records**
* **Practical skills**: I have strong negotiation skillswhich have secured a number of lucrative contracts for my previous employer
* **Team management**: I have led a team ofsales and marketing executives in a promotional campaign that resulted in increased sales of 97K in a single day and the company exceeding its annual sales targets by 25%
* **Sales success**:I increased my territories clientbase by **30%** year-on-year
* **Awards/Consistency**: I won Sales Person ofthe Year for two consecutive years having exceeded all quarterly sales targets by an average of 25% over a twenty-four month period

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**COVER LETTER**



***Dear Hiring Manager***

*Being relevant sales professional and maintaining consistency over 6 years is the most priority of every recruiter. My status as the store in charge, Sales Supervisor, Senior Sales Associate, Head cashier, customer service trainer holding certification* ***in sales, bra, fragrance, visual merchandizing, beauty and accessories proves my professionalism and******readiness to offer my best to your reputable company.***

*Having worked in South Africa, UAE and Ghana will always create a good atmosphere for me to deal with customers in a professional and competent manner.*

**Some key points that are relevant to this opportunity include:**

* successful track record of providing and driving powerful sales
* achievement of sales growth over the years is overwhelming
* conversion of over 92% of customers to "repeat order" accounts
* effective introduction of new product lines and programs
* efficient implementation of operational planning to achieve aggressive budget goals
* proven history of recruiting and developing top performing sales teams across Abu Dhabi

*I am positive that I can deliver the results you are looking for and I would welcome the opportunity to meet with you for an in- depth interview.*

*Regards,*

*Akua*