CURRICULUM VITAE

POSITION :SALES ASSOCIATES

**PERSONAL DETAILS** -SUMAYYA

**Sumayya**.182529@2freemail.com

RESIDENTIAL ADDRESS: DUBAI(VISTVISA)



**CAREER OBJECTIVE**

An ambitious, highly motivated and energetic sales executive with excellent marketing and business development skills. Experience of managing sales and merchandising for established retail outlets, franchises and international brands. A results orientated professional with a proven ability to get results, generate revenue, improve service as well as reduce costs. Over 5 years marketing experience of working in competitive industries and successfully identifying, developing and managing new business opportunities within these markets.

**CAREER EXPERIENCE:**

Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

**Sales Associate select garments- up date: Nov. 2013**

Working as part of an enthusiastic team within a commercial, sales driven and fast paced fashion retail environment Responsible for driving sales, ensuring good customer service, buildingrelationships suppliers, and ensuring  the smoothe running of the shop floor.

**RESPONSIBILITIES:**

* Actively greeting customers and maintaining a level of conversation during their store  visit.
* Responsible for assigned sales targets (monthly, quarterly and annually)
* Serving customers at the sales counter.
* Offering face to face advice to customers on the stores products.
* Processing returns and refunds as required in line with company procedures
* Occasionally being responsible for the stores security including being its key holder.
* Using the stock management system to log, check, locate and move stock both in and out of the store.
* Responsible for the daily manage
* meant of the till in the absence of the senior members.
* Making sure that any item which is removed from a display column is replaced immediately after a sale.
* Handling customer complaints in a calm manor.
* Managing cash and payment systems in accordance with company procedures and policy.

**KEY SKILLS :**

* Using Dynamic Microsoft
* Cashiering
* Using Excel
* Microsoft word
* Interacted with approximately 30 customers daily, building strong customer base through providing personalized product guidance, resolving issues, following up on purchases, and opening new accounts.
* Drove sales through upselling products based on customer's past purchases and preferences.
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* Performed daily department tasks including stocking, creating merchandise displays, remerchandising, pricing markdowns, transferring merchandise, inventory control, and processing transactions.
* Built rapport with customers by asking probing questions and utilizing effective listening skills
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* Maintaining conversion at least 12% from the day footfall.

**LANGUAGES**.

**Self-assessment**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Understanding** | **Speaking** | **Writing**  |
|  | **Listening**  | **Reading** | **Spoken interaction**  | **Spoken production**  |  |
| English  | Excellent  | Excellent  | Excellent  | Excellent  | Excellent  |

**EDUCATION**

**Degree in Mass Communication**

**Uganda Certificate of Education**

**Uganda Advanced Certificate of Education**

REFEREES:

Can be provided upon request.