# Profile

# I am a Dynamic customer service professional experienced in both office and retail store settings. I have a keen eye for even the smallest of details and I excel in listening to customer’s wants and needs, articulating product benefits and creating solutions that provide value to the customers. I have a strong and friendly personality which enables me to build and maintain enduring customer relationships in order to boost sales and also to build up a rapport with the customers resulting in repeat business.

**Personal Details:**

**Date of Birth:** 30 December 1980

**Nationality:** Zimbabwe

**Gender:** Male

**Marital Status** Married

**Visa Status:** Visitors Visa

**Experience**

**January 1999 – December 2000**

**Position:** Customer Service Agent

**Company:** Power Sales Clothing & Home Stores

**Duties & Responsibilities (KRAs):**

• To welcome and greet all guests entering the store.

• To assist and provide information, direct/escort to their desired locations.

• To bid farewell to all departing guests.

• Maintain the privacy and ensure security of guests

• Reports to duty punctually and in accordance with the department duty roster

• Adheres at all times to Grooming and Uniform Standards;

• Knowledge of all products, amenities and functions

# January 2001 – December 2002

# Position:Sales Representative.

# Company:Number one Stores Pvt ltd.

# Duties & Responsibilities (KRAs):

# • Be attentive to customer’s needs

# • Give information about the features, quality and availability of different products

# • Help customers to find products they are looking for within the store

# • When necessary be able to give in depth/technical advice about products

# • Handle payment for products

# •Advise the customer of information relating to their purchase such as warranty, care instructions, application methods etc.

# • Make the customer aware of any special offers

# • Provide demonstrations and samples to promote stock

**Experience**

**January 2003 – July 2016**

**Position:**Sales Assistant cum Supervisor.

My role was to maximize store contributions by proactively driving sales, reducing stock loss and managing controllable costs. Motivating and developing my team members was integral to my role whilst ensuring the store complies with all company regulations and procedures.

Contributing to and undertaking operations management projects will also be a core part of my role.

# Education

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**1994-1997** - **Njube High School**

**Academic Qualifications**

**Harare Poly Technical Collage -**National Diploma in Sales and Marketing.

**Harare Poly Technical Collage**-Certificate in Customer Care.

**Computer Skills:**

Microsoft Word.

Microsoft Excel.

Microsoft PowerPoint.

Internet, Outlook and Various Webmail.

Social Media.

**Personal Skills and attributes:**

Strong leadership and Interpersonal skills.

Ability to communicate well with superiors subordinates and team members.

Ability to function effectively in a multi-ethnic diverse environment.

High level of presentation skills and Professional communication, Friendly Personality

Able to work under pressure

Ability to work as part of a team or individually

**Reference upon request.**

**Job Seeker Name: Admire / CV No:** **1901874**



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