

PHIONA

Nationality: Ugandan

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Y.O.B:​ ​1992

Visa status: VISIT VISA

**SALES ASSOCIATE**

**Career Summary**

I am looking for a challenging position in a reputed company, which will give me chance to further utilize my existing skills, career development and enable me to acquire and explore new abilities.

**Personal Qualities**

* Good interpersonal and communication
* Good hand-eye coordination.
* Ability to learn quickly. Flexible and punctual.
* Exceptional ability to assess weather conditions
* Profound skills in communicating & Strong team building skills

**PROFESSIONAL EXPERIENCE**

**Company; VODAFON**

**Designation : SALES ASSOCIATE FROM 2016 november TO 2018 january**

**Duties and responsibilities:**

* Welcome and greet customers as they enter the store and make them feel welcome
* Assess customers’ needs and provide assistance and information on product features
* Welcome customers to the store and answer their inquiries
* Provide customers with in depth knowledge of all the items in the store, their benefits and overall value
* Shop/move around the store with the customers and help them get what they want.
* Process purchases and returns and also exchanges of items at the store
* Follow and achieve department’s sales goals on a monthly, quarterly and yearly basis
* Maintain in-stock and presentable condition assigned areas
* Remain knowledgeable on products offered and discuss available options
* Write cash receipts/tax invoices after clients purchase a product
* Document sales and maintained a detailed and updated client register/profile
* Handle customer complaints in a calm and professional manner
* Maintain a very clean, tidy work and retail space
* Team up with co-workers to ensure proper customer handling
* Suggest ways to improve sales (e.g. planning marketing activities, changing the store’s design to ensure an attractive display )
* Build productive trust relationships with customers
* Demonstrate and provide information on items on sale and encourage the clients to take advantage
* Package items that have been purchased in a presentable paper bag
* Ensure a customer leaves the store with a smile ,contented, thank them for coming and ask them to come again

**EDUCATION BACKGROUND:**

* MASAKA SECONDARY SCHOOL—UACE
* KYAMBOGO UNIVERSIRTY

**Other Skills:** Customer Service, Teamwork, Conflict resolution, Fast learner

**IT Skills:**

Windows & Office tools 2010, Microsoft Word, Excel, Outlook & Internet, SAP.

**HOBBIES:** Travelling, Reading, Fashion, Music, Meeting new People.

**REFEREES**: Available on Request.