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|  | DOREEN **E-mail:** **Doreen.381202@2freemail.com** |
|   Dynamic, enthusiastic and service-oriented professional with 4+ years of vast experience within diversified industries. Proven in sales management, clerical functions, client relations and customer service with exceptional skills in prioritizing job responsibilities in an effective and organized manner, multitasking on several assignments, meeting deadlines and maintaining strict confidentiality of sales. Tact in dealing with multicultural clients, delivering service at the highest quality standard and ensuring customer satisfaction with excellent communication, coordination, time management and interpersonal skills.**Strengths:** |
| * 4+ year’s Professional experience.
* Good communications and interpretation skills.
 | * Superb administration & Customer Service Skills.
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|  | * Tact to deal with multicultural client.
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| * Highly motivated – Reliable – Confident.
 | * Ability to multi-task & meet deadlines.
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| * Strong commitment to service excellence.
 | * Diversified industry work background.
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| KNOWLEDGE & SKILLS ABILITIES |  |  |
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| **EDUCATION** |  |
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|  Diploma in Business Law Makerere University. Certificate in information Technology.Uganda Advanced Certificate of Education {U.A.C.E}  | **2011-2013****2014-2015****2009-2010** |
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| **SUMMERY:** 4 years extensive experience and Strong industry knowledge, across divisions Retail sales and customer service, * Ms Office, Excel, Power point, WordPad etc.
* English, Luganda.
* Strong cross functional experience across marketing and sales.
* In depth understanding of local markets’ consumers, accounts, economic environment and commercial needs.
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| **PROVEN JOB ROLE****PROVEN JOB ROLE** |  |  |
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| **ORGANISATION: OUTSOURCED CLIENT SOLUTIONS /TRANSGUARD****DESIGNATION: WARDAIDE at sheikh khalifa hospital ajman****PERIOD; 28TH .01.2017 UPTO DATE.****Duties and Responsibilities*** Helping nurses when receiving patients into the ward.
* Helping nurses to shift patients from one ward to another ward.
* Cleaning all instruments used in the ward.
* Shifting instruments from one place to another as instructed by the nurse or doctors.
* Helping nurses to clean the patients.

**WORK EXPERIENCE:** **ORGANISATION: WANSU & SONS ELECTRONICS CENTRE****DesignatioN: Cashier.** **PERIOD: 16th.04.2013 – 31st.03.2016****Duties and Responsibilities:*** Promotes sells, secures orders from existing and prospective customers through a relationship-based approach.
* Carries out cash transactions of products.
* Enters all sales records into the computer for the day to day sales.

Responsible for balancing all cash transactions for the day.* Demonstrates products and services to existing potential customers and assists them in selecting those best suited to their needs.
* Expedites the resolution of customer problems and complaints.
* Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.
* Supplies management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
* Keeps abreast of product applications, technical services, market conditions, competitive activities, advertising and promotional trends through the reading of pertinent literature and consulting with marketing and technical service areas.

**WORK EXPERIENCE****ORGANISATION: ORIFLAME PeRFUMES****DESIGNATION: SALES ASSOCIATE:****PERIOD: 2nd.05.2011 – 10th.03.2013****Duties and Responsibilities:*** Performs sales activities on major accounts and negotiates sales price and discounts in consultation.
* Manages personnel and develops sales and sales support staff.
* Reviews progress of sales roles throughout the company.
* Accurately forecasts annual, quarterly and monthly revenue streams.
* Develops specific plans to ensure revenue growth in all company’s products.
* Provides quarterly results assessments of sales staff’s productivity
* Coordinates proper company resources to ensure efficient and stable sales results.
* Formulates all sales policies, practices and procedures.
* Assists sales personnel in establishing personal contact and rapport with top echelon decision-makers.
* Collaborates with the salesmen to develop sales strategies to improve market share in all product lines.
* Interprets short- and long-term effects on sales strategies in operating profit.
* Educates sales team by establishing programs or seminars in the areas of new account sales and growth, sales of emerging products and multi-product sales, profitability, improved presentation strategies, competitive strategies, proper use and level of sales support, management of expenses and business or financial issues on contracts.
* Collaborates with department supervisors to establish and control budgets for sales promotion and trade show expenses.
* Reviews expenses and recommends economies.
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| **PERSONAL DETAILS** |  |  |
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| **Nationality** | **:** | **Ugandan** |
| **Date of Birth**  | **:** | **12th.01.1991** |
| **Marital Status** | **:** | **MARRIED.** |
| **Visa Status** | **:** | **EMPLOYMENT VISA.** |
| **Languages** | **:** | **English, Luganda.** |
| **IT Skills** | **:** | **MS Office, Ward pad, Excel, Power point, Internet, and E-mail applications.** |
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