**Summary**

Name : **NORMAN**

Nationality : Ugandan

Date of Birth : 29th March 1993

Visa Status : Visit Visa

E-mail : norman.381516@2freemail.com

Language : Fluent Written & Spoken English

**Career Objectives**

Seeking to secure a position that will enable me to use my strong communication & organizational skills, IT Skills, customer service and sales background and my ability to work well with people.

**Work Experience**

March 2016 to April 2018 **HTC Hub Uganda as *Sales Agent /Cashier* Kampala Uganda**

HTC Hub is a retailer electronic shop supplying Consumer electronics, communication equipment, computers, computer software and consumables and optical products

**Duties**:

* Welcome customers with a smile as they enter into premises
* Provide customers with product information that they need
* Escort customers to the correct to the transport means.
* Demonstrate the working of a product when required.
* Provide information regarding each product, any discount offers and promotions.
* Respond to customers’ requests and concerns in a resourceful manner.
* Handle cashier duties by taking cash or credit cards in exchange for goods sold.
* Manage product returns and exchanges.
* Ensure that all purchased items are delivered to the customers in a prompt manner..

**Achievements**:

* Augmented the overall customer base by 60% through leverage of contact referrals and demonstration of high quality customer care services.
* Attained 100% customer satisfaction by taking careful feedback and building on the same to improve the customer services being delivered.

March 2014-December2014**Game Uganda as *Sales Agent /Cashier* Kampala Uganda**

Game is a retailer supermarket of predominantly general merchandise and non-perishable groceries for home, leisure and business use.

**Duties**:

* Demonstrate the working of a product when required.
* Provide information on daily deals and promotions.
* Ensure that all products are well stocked and are easy to reach
* Assist customers by taking down products that may not be easy to reach.
* Provide information regarding each product and any discount offers associated with it.
* Respond to customers’ requests and concerns in a resourceful manner.
* Handle cashier duties by taking cash or credit cards in exchange for goods sold.
* Manage product returns and exchanges.
* Ensure that all purchased items are delivered to the customers in a prompt manner.

**Education**

March2013 - December 2016 - **Software Engineering** from Aptech Computer Education**, Kampala, Uganda**

**Personal Skills**

* Strong Interpersonal communication skills.
* Problem analysis and problem solving.
* Organizational skills and customer service orientation.
* Adaptability and ability to work under pressure.
* Initiator.

**Reference**

To be furnished upon request