** caroline**

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***Seeking positions where experience and expertise can enhance organizational growth & profits***

***as Senior sales associate/Assist Buyer, Merchandiser Position in an Organization of Repute***

*A motivated and* results-focused professional with **3years** of a successful career in Fashion Retail Domain in Dubai.

Acknowledged for unw*avering commitment to providing exceptional service, lead by examples and establishes a professional work environment based on respect.*

***‘Potential in forging new grounds with in-depth Stores & Market Operations Management skills’***

Profile

Key Strengths:

* Sales and Marketing
* Stock Management
* Strategic Sales Planning & Execution
* Marketing Strategies
* Revenue & Profit Growth
* Business Development
* Manpower Management
* Negotiation Skills
* Bud
* Client Relationship Management
* Team Management, Training & Development
* Efficient Planning & Execution Skills
* Interpersonal & Communication Skills

Computer Skills

* Computer Aided Design
* MS Excel & PowerPoint
* Corel Draw & Adobe Photoshop
* Internet

Personal Dossier

* **Date of Birth :**

8thJuly 1996

* **Language Proficiency:** English
* **Location:** Dubai
* Proven track record in Sales & Stores Operations, Relationship Management, Brand Management and Team Management Operations across Fashion Retail industry verticals.
* An enthusiastic strategist with strong abilities in managing store operations with key focus on bottom line profitability; ensuring optimal utilization of resources.
* Keen communicator with ability to relate to people across all hierarchical levels, liaising with customers & forging strong relationships with key clients.
* Adept in planning and executing innovative market strategies to enhance business and to improve product awareness.
* Management style characterized by a focus on discipline, prioritization, and keeping focus on mission critical objectives of securing key clients and increasing product visibility.
* Strong team leader builder and facilitator, fostering an atmosphere that motivates highly talented professionals to balance high-level skills with maximum productivity.

Education

* **Diploma in Sales and Marketing**

Mombasa polytechnic University, (2015)

* **Kenya Certificate of Secondary Education (2014**)
* **Kenya Certificate of Primary Education (KCPE)**

 (2010)

 Professional Experience

**Senior Sales Associate - DUBAI MALL**

***Company Profile***: A fashion value added footwear retailer, for the last 20 years in UAE and Middle East.

 ***Select Highlights:***

* Meeting set targets weekly, monthly, quarterly and yearly.
* Providing highest and professional standards of customer service by demonstrating excellent knowledge of products and services.
* Oversee entire aspects of department management including merchandising, window display, Inventory, staff, and customer Service.
* Confirm all the new arrivals with documents and make certain they are displayed in appropriated time.
* Filling and sending of store reports to relevant authority.
* Handling of customer complaints and repairs in line with company's policy.
* Carrying out department and store briefings and training.
* Ensuring adequate stocks are maintained on the shelves, proper rotation of stocks and accurate stock ordering to maximize sales.
* Controlling the inventory procedures in the store to ensure there’s absolutely no stock loss and also reducing the store damages.
* Ensure back store is neatly arranged for easy retrieval of stocks and quick service to customers.
* Ensure proper arrangements are done during sale and promotion interlude.
* Organizing the team in the department in terms of scheduling and distributing targets.

Professional Development

**Trainings:**

* Art of Selling luxury goods and store etiquette.
* Attended a Trade Fair on prestigious and fashion brands .
* Seminar on Leadership and Personal Development program.

**Other Credentials:**

* Won the Third Prize at a fashion competition for Jones Creator Award, in Nairobi, which was telecast live on Fashion Television
* Chosen for a fashion reality television show, In style Fashion House in Kenya.
* Organized the annual college festival ‘pals’
* Actively involved with C.R.Y (Child Relief and You). Successfully managed a literacy campaign for children living in the slums

***References: Available up on Request***