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**STEPHEN**

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**Career Objective**

To secure a position in a strong and dynamic atmosphere where I can utilize my acquired skills and knowledge efficiently to achieve and exceed the organization’s expectation as well as contribute towards its ongoing success.

**Profile Summary**

I am a customer service oriented with 10 years experience in retail field responsible for supervising and delegating all store activities by providing clear leadership, leading by example in all assigned areas of the business. Working hard to ensure that every opportunity is exploited to drive sales and achieve company goals.

**Employment History and Experience**

* Store Manager – Feb 2012 - Current
* Store In charge – April 2010 – Feb 2012
* Sales Assistant – Dec 2006 – April 2010

**Al Boom Marine Group LLC**

**Designation: Store Manager**

**Main Responsibilities**

* Managing and supervising daily store operations.
* Roster planning for all the staff, including holidays.
* Ensure great customer service in the store to all customers.
* Holding store briefing before business opens
* In charge of all cash flow in the store. Cash Sales , petty cash and opening float
* Ensure store budget are achieved through service and staff motivation.
* Preparing and implementing of promotions and displays.
* Training and promoting staff development in the store.
* Prepare and analysis reports to help in running business efficiently.
* Handle customer returns and complaints in a reasonable manner.

**Al boom Marine Group LLC**

**Designation: Sales Assistant**

**Responsibilities**

* Acknowledge and welcome customers in the store.
* Engaging with customers to establish their needs.
* To escort and direct customers in areas that holds their product of choice.
* Demonstrate and explain product features and benefits to customers.
* Guide customers in making their shopping decision.
* Ensure shop floor is fully replenished with the right stock to maximize opportunity.
* Maintain store cleanliness at all time.
* Receiving payment through cash tills from customer.
* Issuing of payment receipts to the customers.
* Solve any customer complaints.
* Thanks each and every customer as they leave the store.

**Personal Skills**

* Customer service oriented and management.
* Good communications and interpretation skills.
* Good planning and organizing skills.
* Ability to perform under pressure to meet deadlines.
* Quick learner and eager to learn new things.
* Self motivated and a good team player.
* Computer skills- MS office (Word, Excel, Power Point & pivot table), POS system.
* Well disciplined and a team player.

**Academic Qualifications**

* **Nairobi Technical Training Institute {2005 - 2006}**

Certificate in Electrical & Electronics Engineering - TCEE

* **Ihiga Secondary School {2001 – 2004}**

Kenya Certificate of Secondary Education - KCSE

* **Jehovah Jire Primary School { 1993 – 2000}**

Kenya Certificate of Primary Education – KCPE

**Personal Profile**

**Names:** Stephen

**Date of Birth:** 17-07-1984

**Sex:** Male

**Visa status:** Residence Visa

**Marital Status:** Single

**Nationality:** Kenyan

**Language:** English and Swahili

**Notice period:** 1 month

**Hobbies:** Watching soccer, Listening to music, Traveling

**Hobbies**

* Watching soccer, Listening to music, Traveling

**Reference:** upon Request