**RUTH KASINGYE **

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**Ugandan**

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**Vist Visa**

**Languages: English**

**PERSONAL Summary**

Experienced and ambitious sales leader with ten years' of proficiency in leading a variety of sales and retail operations, including supervision, training, merchandising, sales, customer service, inventory, personnel management. Successfully established retail environment with exceptional customer experience and sales performance, while simultaneously reducing staff turnover to all-time lows by leading with example and demonstrating accountability. Seeking a retail /Sales position in an organization where I can join a strong team and work to realize my potential to the fullest, acquire professional growth and together help meet and achieve company goals.

**PROFESSIONAL SKILLS AND COMPETENCES**

Great problem-solving, analytical skills,customer service, good communication and interpersonal skills, team work, quick learner, good presentation skills,good product knowledge and attention to detail.

**WORK EXPERIENCE**

* **Receptionist/Accountant (**Jan 2017 to Feb 2019)

This company was active in the distribution, sales and retailing of Riham sodas, water and biscuits.

Greeting and directing visitors and customers

Answering queries both in person and on phone

Checking and receiving deliveries to make sure proper items and quantities are delivered. Signing delivery orders and sending feedback on the received stock items

Managing and tracking income and expenses, and set targets for sales personnels.

Organising store displays and arranged new merchandise to enhance product visibility and encourage customer sales.

Maintaining optimal stock levels by performing accurate transactions and cycle counts, and helping to order new inventories.

Performing daily store tasks including opening or closing store independently, managing inventory and stock, preparing merchandise for display, processing transactions, conducting routine inventory audits, and cleaning shelves and counters.

**Main achievements**

Achieved revenue growth by 40% in one year by managing merchandising strategy and matching inventory to customer demands.

Successfully created a sales environment with optimal buying experience by ensuring that customers were treated with the highest levels of courtesy and professionalism.

* **Field sales manager- M-Kopa solar Uganda** (Feb 2016-Dec 2016)

This company was active in the sales and installation of home solar systems.

Interacting with approximately 50 customers daily, managing the full sales process from initial contact to demonstrations and sale.

Greeting and assisting customers to identify purchasing needs, using additional suggestive selling techniques to upsell products.

Achieved set sales goals by delivering excellent customer service with up-selling promotional items and providing comprehensive follow-up.

Cultivated a strong, growing base of customers and drove sales by basing on their individual purchases and preferences.

Providing information about product features and promotions to both inbound and outbound customers

Achieving daily sales goal by recommending additional products or cost-effective alternatives.

Training customers on the functions, proper use and maintenance of products.

Resolving complaints promptly and professionally to avoid escalation of issues and strengthen store reputation.

Experienced in handling large crowds in an effective and gracious manner.

**Achievements**

Increased sales volume by 20% during my period of operation.

I trained, groomed and mentored quality agents of whom some are assuming managerial positions in the same company and other companies as well.

* **Sales Agent -ICEA GROUP -** March 2014-Jan 2016

This company was active in the sales of Life, Motor and General Insurance products and services.

**Accomplishments:**

* Enlarged the pool of customers through a proactive approach and created sustainable relationships with 40+ new customers.
* Commended by supervisor and customers for exceeding performance benchmarks.
* Ranked "Best New Sales Agent of the Year” in the entire industry with the highest number of sales in 2014 in recognition of job performance and customer service.
* **Sales Operations manager, Simk Com Solutionz Ltd (**May 2013- February 2014)

This company was active in the distribution, sales, and retailing of Airtel airtime, Sim cards and Airtel money.

This company also active in Experiential Marketing creating brand awareness and promotion.

* **Customer Sales Assistant (CSA) Lesmart Ltd (**November 2011- April 2013)

This company was active in the training of agents, distribution and retailing of Airtel money .

* **Presenter, Exp Momentum Uganda** (July 2008 - Nov 2009 )

This company was active in Experiential Marketing, creating brands demand through awareness and promotion.

-Brand activation and one on one customer engagement.

-Demand creation through pitching of product benefits.

* **General Helper, Exp Momentum Uganda** (Dec 2009- Oct 2010)

-Assisting Accounts in organising and filing documents; Requisitions, Payment vouchers and Reconciliations.

-Helping in computing casual wages and allowances

* T**eam Leader-Sales, Exp Momentum Uganda (Nov** 2010- Oct 2011)

This company was active in Experiential Marketing, creating brands demand through awareness and promotion.

**Achievements**

Successfully managed six different teams on the same project with very limited resources.

**IT SKILLS ;** Word, Excel and Tally.ERP

**EDUCATIONAL BACKGROUND**

Bachelor's Degree in Business Administration, Uganda Pentecostal University (2007)