



SHARON NJERI KAMAU



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Dubai, UAE

SKILLS

- Retail marketing
- Active selling
- Stock merchandising
- Excellent timekeeping
- Product expertise
- Product demonstrations
- Stock security
- Visual merchandising
- Cash management
- Customer service

EDUCATION

10/2019

Butere Girls High School

Certificate of Higher Education

LANGUAGES

Swahili: Native language

English: C2

Master or proficient

Arabic: A1

Beginner

PROFESSIONAL SUMMARY

Highly motivated Sales Associate with 3-years of extensive customer service and sales experience. Outgoing sales professional with a track record of driving increased sales, improving buying experience and elevating company profile with the target market. Consistently recognized for sales performance and excellence in customer service.

WORK HISTORY

10/2021 - 06/2022

Sales Associate \ Cashier

DUOZOULU, UAE

- Study products and associated literature to gain understating of product features and benefits.
- Maintaining professional relationship with work colleague and customers.
- Contact customers according to company policies to inquire about their satisfaction with purchases and handle any complaints or suggestions according to protocol.
- Cross sell and up sell products in a bid to ensure that both store and self-targets are met.
- Resolving unique customer issues.
- Discourage shoplifting activities by constantly keeping a vigilant eye.
- Well versed in stock room management.
- Attract potential customers by answering product and service questions, suggesting information about other product and services.
- Count money in cash drawer at the beginning of shift to ensure that amounts are correct and that there is adequate change.
- Managed the store for a month as a store in charge in absence of the manager
- Successfully handled a stock take.
- Consistently delivered revenue and performance KPI targets through outstanding retail service and sales abilities.

12/2019- 07/2021

Sales Associate \ Cashier

TWO RIVER SHOPPING MALL, Nairobi, Kenya

- Responsible for providing excellent customer service by offering ideas on the selection of clothing and accessories
- Handle the tasks of getting clothes and accessories for trial.
- Responsible for providing knowledge of the fabrics and materials to customers.
- Handle the tasks of preparing and maintaining sales records on a daily basis.
- Participate in sales training and programs to enhance sales skills and techniques.
- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge, and all other aspects of customer service.
- Assist in processing and replenishing merchandise and monitoring floor stock.
- Aid customers in locating merchandise.
- Communicate customer requests to management.
- Respond to customer needs and requirements
- Promote products to sell in big chain stores
- Deliver Customer service in a courteous manner
- Plan and schedule visits to points of sales to promote products and services

HOBBIES/INTEREST

- Reading books and Newspapers
- Sports activities
- Watching movies
- Traveling
- Listening to music
- Socializing and making friends

REFERENCES

To be provided upon request.