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| |  | | --- | | C:\Users\97155\Desktop\Photo - 355.jpg |     **Contact**  **Address** : HAMDAN STREET, Abu Dhabi, AZ  **Phone** : 971 -551102605  **Email** : herbertbless.hb@gmail.com  **Skills**     * Excellent marketing skills * Flexible * Bookkeeping * Customer service * Sales * Motivational team player * Team leadership * Innovative and creative * Enthusiastic * Fluent in English with excellent communication * Project management * Inter personal communication skills * Microsoft * Quick learner * Extensive knowledge in fashion, tobacco, spirits and wines, perfumes and chocolate. | |  | | --- | | HERBERT SSEMPIJJA      **Professional summary**  Result oriented, passion for sales, professional with exceptional customer care and Marketing skills; keen on securing a position with a progressive company that will offer a scope of career growth by promoting challenging work environment towards achieving the company's ultimate goal.      **Work history**  Sales Associate / Customer care Adidas Yas Mall (part time) September 2021.  Accomplishments   * Helped the team to constantly drive sales * Always at my best with customer service, this is shown by the positive reviews by customers. * Learned a lot of new things I did not know about Adidas, which information I shared with my colleagues and also boosted my confidence when selling. * Worked positively as a team with Adidas staff (Yas Mall) and this too helped to further my team work experience and knowledge.   Luxury Sales Associate 03/2015 to 08/2020  DFS Middle East LLC - Abu Dhabi International Airport (Duty free), AZ   * As a luxury sales associate I was obliged to provide the ultimate luxury experience to all customers. * Worked with the marketing department to introduce promotional changes regularly which helped to bring about business success in terms of sales. * Used my experience in marketing to influence innovations inspired by customers' tastes and preferences. This always helped DFS to be the World's preferred destination for Luxury shopping. * Worked with diligence to regularly meet or exceed special targets and specific product promotions. * Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions. * Managed efficient cash register operations, including scanning items, processing payments and issuing receipts. * Assisted customers with signing up for store loyalty programme and provided details about key benefits. * Used product knowledge, sales abilities and customer relations skills to drive substantial sales increases.   Accomplishments  -Certified apprentice trainee  -Best performers (sales) in 2017  -Employee of the month, September 2018  -Part of the team of leading sellers in DFS Global.  Team Leader and Cashier (Beach attendant) 02/2012 to 03/2015  G4s (Bake) - Abu Dhabi (Corniche and Saadiyat Beach), AZ   * Met incoming customers and provided immediate assistance. * Mentored team members in tried and true guest service methods, providing feedback to encourage highest sales potential. * Listened to customer needs and preferences to provide accurate advice. * Made sure customers felt secure with their belongings as we operated with degree of integrity. * Helped marketing the promotions we had all the time to different groups of people. * Responsible for scheduling the staffs and observing their day offs. * Was responsible for balancing days sales and ensure there were no discrepancies.       **Education**  Bachelor of Arts : Public Administration and Management, 08/2014  Ndejje University - Kampala, Uganda.  Certificate of Higher Education : Arts, 11/2009  Talents College Mukono - Mukono, Uganda  **OTHER CERTIFICATES AND TRAINING INCLUDE:**  Certificate in Apprentice by DFS. 2015, 2016, 2017 Customer handling technics, customer temperaments, troubleshooting and more.  **Training in Cash handling by DFS** 2015, 2016, 2017 and this included money laundering, fraudsters, conmen and more.  **Humanitarian certificate by Xenial Events 2021** for my efforts and dedication in helping with the team in fighting the spread of Covid-19 as a ‘’Front Warrior’’.  **References**  Mr. Lloyd Dahino, Store Manager Adidas Yas Mall  Email, [Lloyd.dahino@adidas.com](mailto:Lloyd.dahino@adidas.com)  Ms. Savita Fernandes, HR DFS Middle East LLC  Mobile, +971 553 149 545  Email, [DFS-ABD-HR@dfs.com](mailto:DFS-ABD-HR@dfs.com)  Mr. Mustapha Lule, Team leader DFS Middle East LLC  Mobile +971 562 189 500. | |  | |

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