

CURRICULUM VITAE

DOMINIC KINUTHIA WANJIRU

DUBAI, UAE.

Mobile: +971563677442 / +971559817864

E-mail: Dkimeriakinuthia@gmail.com



PERSONAL DETAIL

Nationality : Kenyan
Marital Status : Single
Language : English, Swahili
Position applied : Sales/customer service

CAREER OBJECTIVE

Search for international experience through exposure to develop my career and promote professionalism in any industry through provision of professional service and contribute to the development and advancement of the industry in line with my passion to serve.

WORK EXPERIENCE

EMAAR ENTERTAINMENT(SALES REPRESENTATIVE)(2019)

- Maintaining quantity and quality of the work force around the establishments while ensuring that all work is done properly and accordingly
- Controlling the workload while ensuring that all work is done on time as per allocation for the specific tasks of the day.
- Maintaining high morale and discipline among the staff while ensuring that the client are given the best customer support and service required
- Resolve product and service problems by clarifying the customer complaints while determining the cause and explaining the best resolution to solve problems around the establishments.
- Knowledgeable about safety laws safety and procedure of the company and ensure that they are safely acted on and regulated accordingly
- Proactively understand the revisions if any in the standard operating procedures or in the point of sales system and applying to the job accurately
- Maintaining knowledge of all retail products, services, promotions including all the current promotions of the company and its variable programs

CUSTOMER SERVICE ASSOCIATE (ALABBAR ENTERPRISES (Dubai Mall) 2016-2018)

- Modelling quality service behavior's within the organization, company's employees, with respect and appreciation as well as carrying out the mandates of the company's best practices themselves
- Opening and Maintaining customer accounts by recording accounts information
- Resolve product or service problems by clarifying the customers complaint, Determining the cause and explaining the best solution to solve the problem, expediting correction/adjustment, following up to ensure resolution
- Maintaining financial accounts by processing customer adjustments. Recommends potential products or services to management by collecting customer information and analyzing customer needs
- Contributing to team efforts by accomplishing related results as needed
- Attracting potential customers by answering product and services Questions, suggesting information about other products and services.
- Building sustainable relationships of trust through open and interactive communication with the customers thus generating sales leads
- Providing accurate, valid and complete information by using the right methods and tools
- Going extra mile to engage the customers by following up the right communication procedures guidelines and policies
- Compiling reports on overall customer satisfaction. Closing out or opening call records
- Working together with the customer service managers, supervisors and team leaders to ensure proper customer service is being delivered
- Acting as a company's gatekeeper through suggesting other products while one malfunctions with respect to the companies policies
- Meeting personal, team sales targets and handling quotas,

SALES EXECUTIVE /WAREHOUSE ASSISTANCE (ANCHOR TECHNOLOGIES) 2015 -2016

- Welcomes customers by greeting them and offering them assistance.
- Directs customers by escorting them to shelves and racks; suggesting items.
- Advises customers by giving them information on products.
- Help customers make selections by building customer confidence, offering suggestions and opinions.
- Loading and unloading goods from delivery vans or Lorries.
- checking that the correct quantity and type of goods have been received
- recording any damaged, missing or faulty goods
- signing the delivery form, once satisfied that the goods are complete
-
- moving the goods to the correct area in the warehouse, either manually or using mechanic handling equipment
- relocating and re-stacking goods to make space for a new delivery
- keeping records (often computerized) of goods, their location and quantity
- picking goods that have been ordered
- keeping records of goods which have been picked

- preparing dispatch notes and labels
- moving and stacking goods ready for delivery, either by hand or using machinery
- compliance with security procedures and health & safety
- Documents sale by creating or updating customer profile records.
- Assist with end user system updates and monitoring. Including spyware removal and testing, virus checking etc.
- Provide user level technical support for end users, computers, printers, e.t.c
- Assist with data storage architecture.
- Support in organizational activities apart from the project as required.
- Updating the organizational website regularly.
- Installation, operation and maintenance of computer systems and other technologies
- Configuring hardware and software.

SALES ASSOCIATE (MIJANI BOUTIQUE) 2013 -2014

- Greet and assist customers (In person, over the phone) to determine their questions, needs and reasons for their patronage
- Provide information about the store and merchandise to customers
- Maintain a safe and clean store to ensure a welcoming and organized environment for customers
- Accept deliveries and restock merchandise to ensure that inventories stay updated
- Count money and balance register to complete transaction and maintain data
- Processing cash and credit payments of sales in an accurate and timely manner
- Maintain knowledge of the location of the store merchandise to accurately and efficiently assist customers and restock product
- Stay updated of new products and advances in technology relevant to store services
- Answer customer questions and inquiries using well informed and specific responses to increase consumer trust and satisfaction
- Use sales techniques to persuade customers to purchase products, to effectively upsell products and to close more sales
- Build secure, lasting relationships with the customers by providing consistent and thoughtful customers service based on diverse background, values and interest
- Maintain knowledge of current sales and promotions to increase the effectiveness of closing sales
- Maintain knowledge of store/company policies and regulations
- Work in collaboration with peers and supervisors to accomplish sales goals or solve customer issues to improve store performances
- Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
- Reporting discrepancies and problems to the management
- Stocking shelves with merchandise.
- Doing daily Inventory Cycle Counts

EDUCATION BACKGROUND

2013- 2015: Jomo Kenyatta University

Diploma in Information Technology

2013-2013: Zetech College

Certificate in business Management

2008-2012: Chania Boys High School

Kenya Certificate of Secondary Education (KCSE)

2000- 2008: South Muchatha Primary

Kenya Certificate of Primary Education (KCPE)

SKILLS AND COMPETENCES

- A highly effective team player who understands the value of working together to achieve goals.
- Always ready to listen and learn, accept challenges and work through them for the advancement of the organization.
- Strong interpersonal skills, pleasant personality and leadership skills.
- Developed time management skills in order to co-operate with others and enhance productivity.
- Ability to use Microsoft word, excel and all computer applications due to the fact that I have good knowledge on computers.
- I am always joyful, welcoming and friendly to the customers

HOBBIES

- Travelling
- Socializing
- Swimming

REFEREES

Available on request