



**SADIK HASSAN MANZU**

## **Personal profile**

A highly resourceful, flexible, innovative, and enthusiastic sales professional. Experienced in a competitive environment for customers and able to respond effectively to the yearly company vision, monthly targets, and corporate emergencies. Having extensive knowledge of relevant safety regulations, policies, procedures, and strategies to deal with emergency situations. Possesses excellent written and oral communication skills and is able to write reports to managers about daily activities and irregularities. Looking for a position with an exciting and ambitious company that provides room for progression.

## **Working Experience: 2011 -2022**

### **Dubai Duty Free Airport, Dubai, UAE**

#### **Sales assistant**

- Providing a visible onsite sales assistance and deterrent presence.
- Receiving and shelving of deliveries from suppliers.
- Reporting and dealing with suspicious or unusual activity.
- Handling product merchandise and display as to the planogram.
- Patrolling & monitoring the shop floor for any irregularities.
- Dealing with customer complains if any.
- Completing fire alarm, health and safety checks.
- Dealing with emergencies as they arise.
- Answering telephone calls and providing information during non-busy hours.
- Reporting any incidents of concern to the store managers

### **Capcom private limited company, Mombasa, Kenya**

#### **Sales Executive**

- Registering sales in the point of sales machine.
- Monitoring of the monthly promotions for their validity.
- Doing expiry check and price verification.
- Receiving deliveries and shelving.
- Doing end shift report and submitting cash to cash office.
- Ordering of stocks as to their availability and demand of purchase.
- Maintaining proper stock display as to the planogram.
- Arranging stocks in back up and ensure all are on display.

## **Key Skills and Competencies**

- Ability to handle conflict situations tactfully and firmly.
- Experience in overnight stock-taking, seasonal promotions, and visual changes.
- Excellent knowledge of English written and spoken.
- Ability to remain in a static but flexible area for long periods and work 12 hours shifts.
- Experience in managing events, organizing traffic & working alongside the emergency services.
- Working under a high competitive environment in the airport retail stores with large flow of passenger foot penetration and time constraints.

## **Contact details**

Email: [Sadikmanzu@gmail.com](mailto:Sadikmanzu@gmail.com)  
Phone: +971 50 4334956  
Address: Dubai, UAE.

Visa status: **Visit**

## **Language**

English, Swahili and Arabic

Gender: Male

Marital status: Married

Nationality: Kenya

## **Education**

Ammarcom Institute  
Microsoft office package 2007

Ammarcom Institute  
Computerized sales and marketing 2012

## **Trainings**

- Sales service
- Reports and reporting
- Cash management
- Managing a team.
- Administration
- Customer Service

## **Awards**

- Employee of the month for consecutive months.
- Employee of the year.
- Best customer service.