

Name : Shaillock Kasami
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POSITION: SALES ASSOCIATE

I am a graduate, Customer-focused Sales Associate with more than 6 years of experience providing high-quality customer service, strengthening brand loyalty, and boosting sales, passionate about identifying customer needs. Specializes in closing and visual merchandising.

WORK EXPERIENCE

Company: D&G Retail UAE, Dubai

Position: sales Associate April 2018 - Jan2021

Duties

- Successfully increased in-store sales by 25% in 1 year by meeting with vendors and understanding the customer needs.
- Managed to assist 80 customers per day in-person and via telephone with purchase decisions, inquiries and solving complaints
- Created an attractive merchandise displays with strategic product placement that pulled customers into the store which lead to increased purchases
- Trained new employees on basic customer service techniques and procedures
- Managed to introduce and sell new products to the customers
- Consistently

Company: honest supermarket (Kampala, Uganda)

Position held: sales man, Jan 2010-Jan 2016:

Duties

- Coordinated efforts with the marketing team and increased sales by 66% in the year 2015.
- Reorganized the product stocking system, which resulted in a 30% decrease in actual shelf-stocking time.
- Forecasted the need for additional staff members during the holiday season, warding off potential customer service chaos
- Successfully sold 1489 electronic items out of the allotted 1500 items.
- Coordinated company staff to accomplish the work required to close sale.

- Provided a total shopping experience through effective communication with customers.
- Operated all other General duties as required from time to time.

SKILLS

- Cash handling and point of sale Operation.
- Computer skills
- Knowledge of managing busy place
- Excellent relationship management and openness to feedback
- Excellent customer service.
- Interpersonal communication
- Knowledge of developing duty roster

EDUCATION BACKGROUND

Makerere University : Bachelor's Degree in information technology

Midland High School : Uganda Advanced Certificate

LANGUAGE:

Fluent in English language