

# CURRICULUM VITAE

**Name :** JIMIA AKBAR  
**DOB :** 20 July, 1990  
**Nationality :** Ugandan  
**Gender :** Female  
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**Visa status :** Visit Visa



**Position :** Sales Associate/Cashier

## CAREER SUMMARY

I am a reliable, trustworthy, and conscientious sales assistant / Cashier who can multi-task, handle pressure, work as part of a team, and most importantly, I inspire customers to make more purchases. With infectious enthusiasm and an inspirational style, I have extensive experience in the retail industry to develop superb organization, problem-solving, and sales skills.

## OBJECTIVES

- Seeking a Sales Associate job in a dynamic environment where my passion for customer service and selling strengths make me a key member of the sales team.
- Achieving established goals.

## SKILLS

- Customer service experience in a retail environment.
- Knowledge and experience in handling Cash.
- Excellent account management skills.
- Strong presentation and negotiation.
- Possess strong interpersonal and clear communication (*English & Arabic*) skills.
- Contact and communicate with high-end decision-makers.
- Ability to follow up with clients in a timely professional manner.
- Ability to work long hours, often under pressure.

## EDUCATION QUALIFICATIONS

- High School Diploma - (*Home Country/UAE Attested*)

## WORKING EXPERIENCE

**Position:** Cashier/Sales Associate  
**Company:** Hilltop Uganda

**July 2020 – December 2021**

### Duties & Responsibilities:

- Serving customers at the sales counter.
- Carrying out cash and credit card transactions.
- Offering face-to-face advice to customers on the store's products.

- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the store's security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Arranging shelves
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Make sure that any item which is removed from a display column is replaced immediately after a sale.
- Handling customer complaints in a calm manner.
- Managing cash and payment systems in accordance with company procedures and policies.

**Position: Sales associate/Cashier**

**Company: ISTAC Complex Malaysia**

**NOVEMBER 2018 – MARCH 2020**

**Duties & Responsibilities:**

- Greet customers, help, and serve them to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards
- Responding to questions and improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers and managing financial transactions while also balancing drawers.
- Welcome customers into our shop, making sure I use positive body language.
- Provide excellent customer service by giving product knowledge and benefits to the customers
- Creation of a positive and energetic work ethic and culture.
- Maximizing the time with proper time management
- Accurately process all methods of payment and carry out cashier duties.
- Visual merchandising and arranging the shop floor according to the updated business plan
- Responsible for daily stock replenishment and consolidation to ensure better sales and improve stock turns across the store.
- Ensure alignment of socks as per Brand guidelines and execution of instructions from the store Manager
- Ensure that the best-sellers are always displayed in stores.
- Working closely with Store Managers to ensure each display has the right product mix to meet customer's needs
  - To properly manage and liquidate aged stocks during the SALE/Promotions period and ensure not to compromise the in-season stocks.
  - To ensure that damaged stocks are withdrawn and cleared from the stores
  - Generate a monthly report of sales mix by category, to the store manager.
  - Maintain frequent communication and coordination with all store staff to keep support and teamwork
  - Replies to all Store queries on stocks, stock requirements, and sales reports and analysis.

**HOBBIES:** Reading, Athletic games, Traveling.

**REFERENCES:** ***TO BE PROVIDED UPON REQUEST***

**DECLARATION**

*I hereby declare that the above information is correct up to my knowledge and I bear the responsibilities for the authority of the same.*