



## CONTACT

📍 Dubai, Deira, UAE  
☎️ 0561767790  
✉️ katoambrose45@gmail.com

## SKILLS

- Sales expertise
- Self-motivated
- Order processing
- Customer service
- Marketing
- Customer relations
- Problem solving strength
- Retail marketing
- Face-to-face selling
- Merchandising and display management

# AMBROZ KATO

## PROFESSIONAL SUMMARY

Accomplished Sales Representative with career history marked by numerous sales awards, recognitions and recommendations.

Track record of exceeding sales, service and client quotas.

Over 4 years of successful experience as leader and mentor to junior sales professionals.

## WORK HISTORY

**Sales Representative** 01/2022 - Current  
**Value Deal Foodstuff Trading LLC** - Dubai, UAE

- Packed and carried customer's shopping to their car on request.
- Delivered seamless checkout experiences throughout peak business hours, maintaining customer satisfaction.
- Followed established housekeeping practices to maintain store cleanliness.
- Shelled fresh produce and dry goods with accurate prices and clear product stickers.
- Maintained spotless store presentation through regular cleaning, organising and tidying.
- Directed or escorted customers to appropriate aisles to locate desired products.
- Completed store opening and closing, shop floor cleaning and till reconciliations.
- Helped resolve client problems quickly with superior customer service.
- Built lasting relationships with clients through customer service interactions.
- Developed new business by networking with valuable customers.
- Submitted and tracked orders.
- Collected and processed payments.
- Identified prospects' needs and developed appropriate responses along with information on fitting products and services.

**Supermarket Shop Assistant** 03/2017 - 09/2021  
**K5 supermarket** - Kampala, Uganda

- Warmly greeted customers at checkouts, assisting with bags and scanning heavy items to avoid service delays.
- Assisted customers with self-serve checkouts, providing guidance on technologies to facilitate first-class shopping experiences.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Assisted customers with product selection and sales, recommending items

to increase transaction value.

- Addressed customer enquiries and concerns, facilitating decision-making and minimising hesitation.
- Communicated customer feedback to management team to drive process improvements.
- Prepared products for sales floor, steaming and presenting items immaculately for appealing displays.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
- Demonstrated products to highlight features and benefits.
- Completed comprehensive store opening and closing procedures.
- Explained information about quality, value and style of products to influence customer buying decisions.
- Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Trained new employees to deliver first-class customer care.
- Updated product labelling and promotional pricing.
- Covered extra shifts and maintained flexible schedule to achieve store goals.

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## EDUCATION

**Bachelor of Business Administration:** Bussiness, 01/2018

**Makerere University** – Kampala , Uganda