

# **TONNY KATENDE**

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**NATIONALITY: UGANDAN**

**VISA STATUS: EMPLOYMENT**



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## **PROFILE:**

I aim to work in a multicultural environment and exercising utmost diligence that will enable me to take a challenging position of responsibility within its management. I am reliable and possess excellent communication skills. I am highly organized and can work under minimal supervision. I also believe in team work.

## **OBJECTIVES:**

To engage in a career that will allow for progress in terms of expertise, social, economic development and innovation through exposure to new idea for professional growth as well as growth of a company.

## **QUALIFICATIONS:**

Bachelors of Degree in Information Technology 2011 to 2013

Uganda Advanced Certificate of Education (UACE) 2005 to 2006

## **WORKING EXPERIENCE:**

**COMPANY: GULF MARKETING GROUP (NOV 2018 TO DATE)**

**BRAND: NIKE (NIKE TOWN)**

**POSITION: SALES ASSISTANT/ STOCK CONTROLLER**

- First point of contact for the client.
- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer and maintaining solid product.
- Advising & serving customers.
- Assisting customers in order to help them find what they need.
- Ensuring stock levels are well maintained.
- Maintains inventory controls by collecting stock location orders, printing request, recording amounts of materials or items received or distributed through a computer.
- Also assist in counting of physical inventory.
- Promoting store cards or special offers.
- Providing customers with information on pricing and product availability.
- Handling customer complaints or handing customers on to management.

- Maintains safe and clean work environment by keeping shelves, stockroom and work stations neat.

**While with Nike I was appointed as a STOCK CONTROLLER and the following were my duties;**

- Maintain accurate record of inventory and stock management systems according to set standards
- Ensure regulation of in-stock level complies with inventory parameters
- Develop inventory control models that promote lower cost of sales, shorter lead times, and reduced stock levels
- Oversee the standard of merchandising to ensure appropriate presentation of stock
- Collaborate with production personnel to ensure manufactured products are of consistent quality
- Supervise the maintenance of a warehouse/storeroom and ensure proper arrangement of stock
- Carry out stock management operations in line with set product/retail policies and procedures
- Utilize specialized programs in maintaining record of store execution performance
- Conduct assessment of supply chain to identify risks and develop solutions useful in minimizing losses
- Oversee the placing of orders and ensure requested goods are delivered on time
- Engage in the forecast of supply and demand to obtain information useful in improving the continuity of supply chain
- Establish and maintain good working relationships with suppliers to enable easier procurement of products
- Work alongside workshops personnel to ensure required products are readily available
- Ensure purchase inventory is within specified budget; readily notify the retail manager when budget is exceeded.

**COMPANY: LIWA TRADING ENTERPRISES U.A.E (APRIL 2016 TO APRIL 2018)**

**BRANDS: LEE JEANS, GANT, FLORSHEIM, OLYMP, COLLEZIONE**

**POSITION: SALES ASSISTANT/ CASHIER.**

**Duties and responsibilities.**

- ❖ Welcome customers with a smile as they enter into premises.
- ❖ Proactively ask customer how they can be assisted.
- ❖ Provide customers with product information that they need.
- ❖ Escort customers to the correct aisles.

- ❖ Explain product features and warranty agreements.
- ❖ Demonstrate the working of a product when required.
- ❖ Provide information on daily deals and promotions.
- ❖ Ensure that all products are well stocked and are easy to reach.
- ❖ Discourage shoplifting activities by constantly keeping a vigilant eye.
- ❖ Arrange products on shelves in a tidy manner.
- ❖ Pick and pack orders for shipping purposes.
- ❖ Order out of stock items in a timely manner.
- ❖ Assist customers by taking down products that may not be easy to reach.
- ❖ Provide information regarding each product and any discount offers associated with it.
- ❖ Make sure that work area and aisles are clean and shelves are dusted properly.
- ❖ Respond to customers' requests and concerns in a resourceful manner.
- ❖ Handle cashier duties by taking cash or credit cards in exchange of goods sold/ **operating a till.**
- ❖ Manage product returns and exchanges.
- ❖ Ensure that all purchased items are delivered to the customers in a prompt manner.
- ❖ Reserve products for online orders.

### **SKILLS AND ABILITIES**

- Ability to work under pressure with minimum supervision
- High level of hygiene
- Can work very well in a team,
- High level of negotiation skills.
- Friendly and engaging personality.
- Always willing to learn and adapt very fast to new environments.
- Superior customer service and conflict resolution skills.
- Ability to communicate effectively in English.

### **HOBBIES AND INTERESTS**

- Travelling and meeting people from different cultures.
- Keen interest in reading.
- Sports and games

### **REFERENCES**

References can be made available upon request.

### **DECLARATION.**

I **Tonny Katende** hereby declare that the above-mentioned information is true to the best of my knowledge.