



PHIONAH NAMATOVU

SALES ASSOCIATE/CUSTOMER SERVICE



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PROFILE

Am a sales associate/cashier with Experience of 3 years, working at IKEA and mega mall in a variety of retail roles. where I've been able to boost sales and strengthen brand loyalty by providing quality service. my commitment to customers and passion for the retail industry will help me transition comfortably to your team and quickly become an asset to your business

EDUCATION

Bachelors in Business Management
Kampala University, Uganda
2015 - 2018
Stena high School Uganda 2013 - 2015

MY SKILLS

Time management
Problem-solving
Communication
Creativity
Quick learner

AREA OF EXPERTISE

Direct selling
Cross-selling
Sales processes
Building
relationships
Client relationship

LANGUAGE

English , Arabic

PROFESSIONAL EXPERIENCE



IKEA FURNITURE COMPANY UAE DFC MALL
2021 - 2024

SALES ASSOCIATE/CASHIER

DUTIES

- Greet and direct customers
- Provide accurate information (e.g. product features, pricing, and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing.
- Cross-sell products and Up-selling to increase the U.P.T and A.T.V
- Provide customer feedback to the Store Manager and also inform customers about discounts and special offers



2018 - 2021

MAGE MALL COMPANY KAMAPAL UGANDA
SALES ASSOCIATE/CUSTOMER SERVICE

DUTIES

- Welcomes customers by greeting them; offering them assistance.
- Directs customers by escorting them throughout the store by Suggesting items.
- Advise customers by providing information on products
- Helps customers make selections by building customer confidence
- Upselling and crossing to boost sales u.p.t and A.T.V.
- Achieving store and my monthly targets