



# EMMANUEL OGBONNA

## SALES ASSOCIATE



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DUBAI, UAE

## EDUCATION

GOVERNMENT TECHNICAL  
COLLEGE 2009-2012  
MAJOR: MECH. CRAFT PRACTICE

## EXPERTISE

CUSTOMER SERVICE

INVENTORY

MICROSOFT APPLICATIONS

LOSS PREVENTION

ADMINISTRATIVE KNOWLEDGE

CLOSING & OPENING PROCEDURES

## ACHIEVEMENTS

TOP SELLER 1 AUG 2017

TOP SELLER 1 JUL 2017

SERVICE EXCELLENCE 1 OCT 2017

SERVICE EXCELLENCE 1 JUN 2017



## CAREER OBJECTIVE

Customer-focused sales associate with 10+ years of experience providing high-quality customer service, strengthening brand loyalty, and boosting sales. Specializes in closing and visual Merchandising.



## WORK EXPERIENCE

### SALES ASSOCIATE / MAY 2016 - Present

TOMMY HILFIGER / DUBAI, UNITED ARAB EMIRATES

- Greets and endeavor to make customers feel welcome inside the store.
- Responds to questions and inquiries on any item in an effective manner;
- Presents recommendations to customers based on need;
- Conducts product testing for customers;
- Endeavors to up-sell products to customers;
- Works to consistently meet established sales quotas;
- Monitors store for suspicious activities;
- Assists in maintaining store counter displays;
- Maintains store cleanliness.
- Presents discounts and other store promos to customers;
- Facilitates payment through cash register;
- Maintains sales records for inventory management purposes
- Remain knowledgeable on products offered and discuss available options.

### STOCK KEEPER / JAN 2014 – JAN 2016

HUGO BOSS & ZILLIE / DUBAI UNITED ARAB EMIRATES

- Maintained store facilities to ensure smooth functioning - Made arrangements and placed orders for new stock and supplies whenever necessary.
- Responsible for upkeep of various appropriate records of materials received.
- Received deliveries of new equipment and ensured that all the supplies were in proper order - Stored the supplies and items received in their designated place to avoid time wasted searching for items and general confusion.
- Issued supplies as per the demand of the clients and maintained records of payments.

### SALES ASSISTANT / FEB 2010 - NOV 2012

T. M. LEWIN / LAGOS, NIGERIA

- Winning sales to meet target
- Inspiring the customer to buy, celebrating the purchase, and creating a lasting positive impression
- Maintaining selling floor presentations, and re-stocking them as needed
- Handling all sales returns cautiously and professionally
- Responsible for achieving personal sales goals and individual targets everyday
- Maintaining a professional attitude with sincerely and enthusiasm reflecting commitment to our customers the most important persons in the store
- Develop product knowledge by reading current vendor tags and pamphlets and attending training class in order to communicate it to the customers
- Adhere to loss and prevention and inventory compliance procedure