

NAME: FLORA MORAA

ADRESS: SHARJAH-UAE

CONTACT: +971 552438002

EMAIL: Floramoraa4@gmail.com

NATIONALITY: KENYAN

DATE OF BIRTH: 24/03/1993

SEX: FEMALE

VISA STATUS: CANCELLED VISA



SALES CUM CUSTOMER SERVICE POSTION

4Years of Experience

PROFILE

A highly organized and hardworking self-motivated individual with excellence in interpersonal communication skills and team work collaborations. Customer focused and experienced sales person, with strong customer care skills and resourcefulness to deliver constant sales results and targets. Now looking for a sales or customer service position with a company that offers genuine room for progression as well as meeting Company's goal.

LANGUAGES: Fluent English and Swahili, Excellent in reading and writing

WORK EXPERIENCE

STALL AND MARKERT SALES PERSON (16/08/2019 TO 5/11/2021)

Place: SAFARI HYPERMARKET, MUWEILAH SHARJAH- UAE

Core responsibilities:

- ✓ Observing and maintaining a clean, organized and methodological sales process and place, to ensure a welcoming and customer-friendly environment.
- ✓ Welcoming and greeting customers as well as providing them with purchasing options based on their needs and wants.
- ✓ Handling the task of showing and explaining the feature of our products to our customers.

- ✓ Learning customer's needs and wants and personalizing purchasing opportunities to address them.
- ✓ Setting up all items delivered in their respective areas and zones.
- ✓ Demonstrating knowledge regarding the merchandise and the company.
- ✓ Maintaining update knowledge on current products, promotion and pricing.
- ✓ Upholding company's policies in all aspects of customer service.
- ✓ Maintaining the team work spirit and provision a friendly working environment.

SALES ASSOCIATE CUM CUSTOMER SERVICE (MAY 2017- MAY 2019)

Place: NAIVAS SUPERMARKET, NAIROBI KENYA

Core responsibilities:

- ❖ Greeting and welcoming customers as they arrive at the supermarket in a professional manner.
- ❖ Providing information of daily offers, promotions and discounts to the customers.
- ❖ Assisting customers in finding their choice of items and escorting them to the right shelves.
- ❖ Answering customers' inquiries and concerns regarding products and deliveries
- ❖ Stocking shelves by company's policies and informing any out of stock product to the supervisor.
- ❖ Ensuring that any damaged or expired product is removed from the shelves.
- ❖ Attaching pricing labels before placing them to the shelves.
- ❖ Handling cash, credit and check payments to some point.
- ❖ Maintaining sale records for inventory control.
- ❖ Answering customer telephone calls with effective communication skills.
- ❖ Assisting in inventory including receiving and stocking merchandise.
- ❖ Providing an outstanding customer service.

SKILLS

- Product knowledge
- Customer needs analysis.
- Problem solving and emotional intelligence.
- Computer literacy skills.
- Effective interpersonal communication skills.
- Strong sales and customer service skills.
- Advanced and numerical statistical skills.
- Profession telephone etiquette.
- Effective time management and task prioritization.
- Team work management and collaboration.
- Efficiency and accurate cash handling skills.

EDUCATION

- Diploma in Human Resource, Keroka Technical Training Institute (2015-2017)
- Kenyan Certificate of Secondary Education, Getuki Secondary School(2008-2012)