

LUKYAMUZI ABDU NASSER

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JEBEL ALI, CROWN MALL

OBJECTIVE

Goal-oriented professional team member dedicated to high levels of customer satisfaction and meeting aggressive business goals. Dependable and hard-working with specialized knowledge in sales and customer service.

EXPERIENCE

• SALES MERCHANDISER MUKWANO INDUSTRIES

- Determining call schedule by reviewing priorities with supervisor; discussing special instructions, product promotions, new products, and price changes.
- Maintaining customer relationships by visiting with store managers, department managers, and employees; answering their questions; responding to special requests; describing product features.
- Maintaining store shelves by observing displays of company products; removing damaged or freshness-dated products; tidying store shelves; providing an optimum display of products.
- Maintaining inventory by restocking shelves with product from inventory; observing inventory levels; prompting store management to reorder when levels appear low.
- Arranging for return and credit for damaged products.
- Completing call report by observing display and pricing of competitors' products.
- Helping field sales representatives with special promotions by setting-up displays at aisle ends; checking daily on special promotions; observing customer reaction to special promotions; forwarding observations to management; removing promotions at end of the special promotion period.
- Providing information by reporting growth, expansion, or closing of supermarkets in assigned territory.
- Updating job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhancing merchandising and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Traveling to other territories to assist in the company's product rollouts in new markets, including setting up the store and comprehensive training and sales efforts to store employees and customers.
- Recognized by the management for exceeding expectations and representing the company at the highest level.
- Recognized for strong selling skills and demonstrating integrity, trust, and strong customer service skills.
- Often requested by the management to be present at their store openings across the country.
- Maintaining a close friend, professional relationship with store employees.

• STOCKER SHOPRITE SUPERMARKET

- Create merchandise displays to create interest in new products
- Maintain store interior appearance throughout the day.
- Provide friendly customer assistance as needed.
- Perform aisle cleanup shift manager assigns.
- Unload order deliveries and assist with storeroom organization.
- Drove company van between distribution center and store.
- Loaded and unloaded merchandise from truck to storeroom and storeroom to shelves.

- Helped Storeroom Manager complete product inventory upon arrival.

EDUCATION

2018

- **HIGH SCHOOL**
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SKILLS

Sales Management



Decision Maker



Conscientiousness



Leadership



Reliable



Planogram maker



Displaying strategies



Multi-tasking



Problem solving



Product knowledge



Ability to work independently



Commitment



Organized



Patient



Self motivated



FIFO strategies



Driver's license



Customer Service



Working under pressure



Customer Relationship Management



Interpersonal skills



Responsibility



ACHIEVEMENTS & AWARDS

- **SALES TARGETS ACHIEVEMENTS** 1. Evaluate all selling points (FIFO, selling price, distribution, planogram, location, stock level) Collections 2. Checking for any pending or due collections and collect of Returns items from clients.
- **PLACING ORDERS** 1. Collecting LPOs from office and prepare invoices 2. Submitting invoices to Product Availability Rep (Delivery Drivers) for delivery & follow up on dates and priorities for delivery