

CONTACT

ARAJABU MUKWANA

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PROFESSIONAL SUMMARY

Focused Sales Associate driven to develop and implement fresh Sales and Marketing strategies with financial and operational discipline . Builds strategic partnerships and manages existing relationships effectively . Proven leader with ability to meet and exceed sales objectives.

WORKING EXPERIENCE

01/10/2020 - To
Present

- **Sales Associate**

SANED Facility Management, Sharjah , UAE

- Checking product expiry dates and rotate stocks regularly for perishable items on the Shopfloor and in the back-up.
- Receiving deliveries and arranging products on the shelf to ensure that the products are placed on their correct location in the back up.
- Ensuring awareness and achievement of the daily individual sales budget.
- Recommending and selling products based on the identified needs of the customers.
- Providing management constant feedback on client activity and market trends for informed decision making.
- Processing payment through Electronic Cash Register (ECR) machine.
- Ensure proper merchandising of products as specified in the planogram
- Exhibiting awareness of lose prevention guidelines and complied with inventory control measures.
- Replenishing sold items.
- Monitoring movement of stocks and processing stock requisition as and when required.
- Maintaining display and organisation of department based on visual merchandising guidelines.
- Driving sales results through building and maintaining strong and thoroughly updated portfolio.
- Guaranting client satisfaction by constantly providing standards of company service values.
- Actively participated in daily and department meetings, provided insights and recommendations.
- Engaging clients by building authentic ,long term relationship, from welcoming after sale assistance.
- Champion highest level of professionalism, and expertise in communication and teamwork .
- Working closely with stock team to guarantee product availability and meet client requests.
- Enhancing customer customer experience through all communication channels through professionalism and product knowledge.
- Explaining product benefits maximizing customer engagement while driving sales.

- Updating product labelling and pricing to reflect discounts and offers.
- Guaranting high level of customer satisfaction through product knowledge and attentive service.
- Frosting positive relationship with customers to enhance loyalty and retention.
- Completing purchases with cash, credit and debit payment methods providing customer receipts for reference.
- Analyzing sales to indentfy top performing products.
- Ensuring that the shop is clean and tidy at all times.
- Monitoring display stock levels , replenishing for consistently well-stocked sales floor .
- Recommending merchandise based on the exact customer needs, improving sales conversion rates .
- Preparing products for sales floor, steaming and presenting items immaculately appearing display.
- Operating cash registers with accuracy, processed cash and credit transactions.
- Assisting customers with product selection and sales, recommending items to increase transactions values.
- Listening to customer needs and preferences to provide target advice, increasing sales opportunities.

01/04/2020 -
28/09/2020

- **Salesman**

Etsalat company, Dubai, UAE

- Processed product returns, ensuring items were clean resalable.
- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases.
- Performed daily store opening and closing, reading sales floor for customer and delivering stringent security measures .

01/02/2018 -
15/03/2020

- **Sales Representative**

MRG Insulating Company, Dubai, UAE

- Closely monitored weekly sales to write reports for senior leadership and streamline operational processes.
- Accounted for all inventory and ordered new stock.

20/02/2012 -
01/03/2017

- **Sales manager**

Lifestyle Concept, Kampala, Uganda

- Uncovered and resolved strategic and tactical issues impacting sales management and business operations .
- Boosted branch sales by developing and deepening customer loyalty through incentive programmes.

EDUCATION

2009

- **Makerere Business School**

Diploma

Second class upper division

2006

- **Mbale secondary school**

Uganda Advanced Certificate of Education (UACE)

17 points

SKILLS

- Money handling. Loss prevention. Customer service oriented. B2C sales and service. Surpub time management. Excellent Communication skills in both written and spoken English. Up selling expert and Product Promotion.

Active listening. Service orientation and multitasking skills. Results oriented . Problem Solving and Self-motivated. Face to Face selling. Merchandising. Retail merchandising expert.

LANGUAGE

- English Kiswahili Luganda

PERSONAL DETAILS

- Marital Status : Married
- Nationality : Ugandan
- Gender : Male
- Language proficiency : English

REFERENCE

- **Faizo Musana - Gala Supermarket**
Manager,Asas Branch. Sharjah UAE
(+971)526535060
- **Faith Tusubira - T.Thiothrams and Sons**
Stall and Market salesperson
(+971)568266599

ADDITIONAL INFORMATION

Declaration.

I certify that the above are true and correct to the best of my knowledge and ability. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.

Arajabu Mukwana