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# COSTER KOLIAT ZHOU


Sales & Customer Service Executive





Results-driven Sales & Customer Service Executive with a proven track record of achieving and exceeding sales targets while delivering exceptional customer experiences. Adept at building and nurturing client relationships through effective communication and problem-solving skills. Strong ability to analyze market trends, identify opportunities, and develop strategies to drive revenue growth.


## DETAILS

 Nationality  
Zimbabwean

 Joining Period  
Immediately

 Visa Status  
Visit Visa

 Gender  
Male

 Languages  
English (Fluent)

## LITERACY

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- POS

## EDUCATIONAL QUALIFICATIONS

- Master of Science Degree in International Relations - Midlands State University (2021)
- Bachelor of Science Honors Degree in Administration & Political Science – University of Zimbabwe (2019)
- Nurse Aide Certificate – RedCross Society (2022)

## PROFESSIONAL EXPERIENCE

### POSITION: Sales Agent

Econet Wireless, South Africa | November 2022 to November 2023

### Job Responsibilities

- Identifying, contacting and building relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain appointments.
- Initiating sales with potential customers over the phone.
- Listening to the customers' needs to generate repeat sales.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Keeping up to date on all products and informing customers of new products.
- Maintaining open and effective lines of communication throughout the organization to maintain a sense of teamwork, enthusiasm, pride, and quality workmanship at Econet.
- Building a market position by locating, developing, defining, negotiating, and closing business relationships.

## ATTRIBUTES

- Ability to work unsupervised and under pressure
- Time conscious
- Ability to work well in a team
- Analytical and problem-solving skills
- Submissive and have respect for my seniors
- Honesty and integrity

## CORE SKILLS

- Safety awareness
- Excellent customer service
- An ability to follow rules and procedures
- Teamwork
- Remaining calm under stressful situations
- Reliability, flexibility and adaptability
- Empathy and understanding
- Organization and attention to detail skills.

## REFERENCES

- Available upon request

### POSITION: Customer Service Executive

Ranch Lock, Zimbabwe | January 2021 to October 2022

#### Job Responsibilities

- Responding to customer inquiries promptly and professionally through various communication channels (phone, email)
- Providing comprehensive and accurate information about products or services to assist customers in making informed decisions.
- Investigating and resolving customer complaints or issues in a timely manner
- Handling customer accounts, updating contact information, and ensuring accurate records are maintained.
- Identifying opportunities to promote additional products or services that align with customer needs and preferences.
- Keeping up-to-date with product knowledge and company policies to provide accurate information to customers.
- Striving to provide top-notch customer service that exceeds customer expectations and leaves a positive impression.

### POSITION: Sales Representative

Edgars Stores, Zimbabwe | October 2019 to December 2020

#### Job Responsibilities

- Actively engage and greet customers as they enter the fashion shop, providing a welcoming and personalized shopping experience.
- Assist customers in selecting clothing and accessories that suit their preferences, style, and sizing requirements.
- Maintain a well-organized and visually appealing sales floor by arranging and restocking clothing racks, shelves, and displays.
- Process customer purchases efficiently and accurately through the point-of-sale.
- Continuously monitor and replenish inventory, ensuring that popular items are readily available and well-presented.
- Handle customer returns and exchanges professionally, following the shop's return policy
- Maintain a clean and organized sales area and participate in general store upkeep tasks as needed.