

CAROLINE ADENGO

Contact No: 0569313616

E-mail; carolineaddens@gmail.com

Visa status; Own visa,

Nationality; Ugandan

Marital Status; Married



APPLYING FOR THE POSITION OF CUSTOMER SERVICE & CUM CASHIER

PERSONAL OBJECTIVE

I am highly energetic, outgoing, honest, friendly and detailed oriented, I have the ability to handle multiple responsibilities simultaneously while providing exceptional customer service, I am reliable and a quick learner, I'm passionate about helping others and I love providing people with a satisfying shopping experience.

I have three years' experience in retail sales my areas of expertise include inventory, cash management and excellent customer service, am looking forward to work with your organization where I can use my experience skills and knowledge along with learning new skills.

SKILLS AND COMPETENCIES

- Communication & Interpersonal skills.
- Time management & Strong organizational skills.
- Inventory, stock and detail oriented
- Cash handling accuracy
- Fluent in writing and Speaking English
- Flexible and Strong adaptability
- Loss prevention

WORK EXPERIENCE

SYED SHOAIB MARKETING MGT CO 2022 to date as Customer service & Cum cashier.

Duties & Responsibilities

- Answer to customers' enquiries/complaints through face to face, telephone calls and emails, ensuring that their requests and issues are being addressed accordingly for customers
- Register, update & record our customers' particulars & requests into our on-line system and then follow up, and coordinate all works that are necessary in completing the customers' requests
- Following up on the feedbacks & escalations within the internal department/organization to resolve issues brought up by customers
- Manage customers' expectations and display ownership for customers' requests
- Taking payments by cash, cheque or credit card
- Prepare or assist in preparing reports
- Verification of cash and cheque collection against daily collection reports.
- Undertake any other tasks and/or responsibilities that may be assigned by the Management from time to time.

SELECT GARMENT February 2020 to May 2021 (Kampala Uganda) as a cashier/sales person

Duties & Responsibilities

- Opened & closed the store as key holder
- Greeting customers and answering their queries about the whereabouts of products

- Counting cash drawers and making bank deposit.
- Communicated merchandise needs and issues to appropriate supervisor in a timely fashion
- Bagging and packaging all purchased goods for the customers.
- Maintained visually appealing and effective sales displays throughout the entire store
- Scanning goods to ensure accurate pricing.
- Resolving customer complaints and guiding them with helpful information.
- Helped customers select products that fits their personal needs along with providing a pleasant experience

EDUCATION

Currently pursuing Bachelor of Science in Applied Accounting-ACCA

Level 5 diploma in business management higher (QCF) June 2016

Certificate in business management June 2011

REFEREES: Character reference: Available on request.