

Joseph Karatu Mbatia

| Jabel Ali- Dubai

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Objective

Friendly and proactive sales associate with 4 years of experience in sales, providing exceptional service, handling returns, and managing customer inquiries. Skilled in sales, merchandising and inventory management. Looking for a position in retail environment where I can contribute to customer satisfaction and sales growth.

Personal information

- Nationality: Kenyan
- Passport: AK0514472
- Driving Licence: Category; B,C1,C

Education

Rift Valley Institute of Business Studies

Certificate in Customer Service

08/2018

Kenya Institute of Management

Diploma in Human Resource Management

09/2013

Kenya Institute of Management

Certificate in Management

09/2011

Experience

Transguard Group LLC- Dubai

10/2021 - Current

Retail Attendant

- Greet and welcome customers as they enter the premises.
- Provide products information to customers and answer queries.
- Liaise with suppliers to ensure adequate stocks are available
- Make stock replenishments to maintain optimized stocking.
- Scan items on POS and process payments and refunds.
- Making visually appealing displays by merchandising products neatly on shelves and stacks.
- Maintain cleanliness of the store.
- Conduct inventory checks routinely, update records and make reports accordingly.
- Coach new staffs on store operations and best customer practices.
- Adhere to company rules, safety procedures and security protocols.

Unliver Company (Kenya).

05/2016 - 05/2021

Van Salesman

- Delivered products to the market on a company van.
- Presented, promoted and sold products to the existing and prospective customers.
- Handled cash and credit transactions.
- Strived to achieve sales target and outcomes within schedule.
- Established, developed and maintained positive business relationships with customers.
- Conducted market research on potential new markets, competitor's behavior, market trends and suggested adjustments.

- Expedited the resolutions of customer problems and feedbacks to ensure satisfaction.
- Followed delivery route to ensure all customers are timely served.
- Supplied management with reports on customer needs, problems, interests and competitive activities.

Al Marai Company (Saudi Arabia).

02/2014 - 02/2016

Salesman Assistant.

- Greeted customers upon entering the premises.
- Made daily stock rotations by strictly observing FIFO guidelines.
- Merchandised company products in the market to make visually appealing displays.
- Collected expired and damaged products from the market for disposal.
- Identified customer needs and advised customers on new products.
- Cleaned company coolers, shelves and stacks.
- Reported any company's coolers malfunction and other related concerns.
- Informed customers on company seasonal offers and promotions.
- Collaborated with other team members to achieve team goals

Skills

Communication and excellent customer service

Inventory management and documentation

Cash handling and time management

Team work and interpersonal skills

Sales and marketing

Merchandising

Reference

Apet Ahmed

Sales Supervisor

Al Marai Company

966114700005

Ephraim Ngugi

Regional Sales Manager

Unilever Company (Kenya)

254769400998

Language

- English
- Swahili