



ELIA TWINOMUGISA

Applying For Sales

CONTACT

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- Dubai, United Arab Emirates

EDUCATION

High School Diploma

- Uganda

PERSONAL DETAILS

- Nationality: Ugandan
- Passport Number: A00069377
- Date of Birth: 18th June 1998

SKILLS

- Sales & Business Development** - Ability to drive sales, identify customer needs, and provide tailored solutions to enhance revenue growth.
- Customer Relationship Management** - Skilled in building strong customer relationships, handling inquiries, and ensuring high satisfaction levels.
- Effective Communication** - Strong verbal and written communication skills to interact professionally with customers and colleagues.
- Cash Handling & Point of Sale (POS) Systems** - Proficient in processing transactions, managing financial records, and ensuring accuracy in cash operations.
- Problem-Solving & Conflict Resolution** - Quick thinker with the ability to resolve customer concerns efficiently and maintain a positive customer experience.
- Time Management & Multitasking** - Capable of managing multiple responsibilities efficiently in fast-paced environments.
- Product Knowledge & Upselling Techniques** - Expertise in understanding products/services and utilizing upselling strategies to boost sales.
- Team Collaboration & Adaptability** - Ability to work effectively within a team and adapt to dynamic business environments.

OBJECTIVE

Results-driven Sales and Customer Service Professional with a strong background in sales, client relations, and transaction management. Adept at engaging customers, identifying their needs, and delivering tailored solutions to drive revenue and enhance customer satisfaction. Proven ability to handle inquiries, resolve concerns, and ensure seamless service experiences. Skilled in financial transactions, sales strategies, and customer support, with a commitment to efficiency and excellence. Seeking to leverage expertise in sales and customer engagement to contribute to a dynamic and growth-oriented team.

EXPERIENCE

Cashier & Traffic Marshal

Valtrans Transportation System, Dubai, UAE

2024 - Present

- Process financial transactions with accuracy while ensuring a smooth customer experience.
- Provide traffic guidance and customer assistance to ensure organized vehicle flow.
- Maintain records of daily transactions and ensure compliance with company policies.
- Direct vehicle traffic and provide customer assistance to maintain organized and efficient vehicle flow.
- Maintain and reconcile daily transaction records while ensuring adherence to company policies and financial regulations.

Customer Support Representative

Dip & Dip Restaurant, Dubai, UAE

2022 - 2024

- Assisted customers with inquiries, orders, and complaints, ensuring high customer satisfaction.
- Managed communication between customers and kitchen staff for seamless service.
- Handled payment transactions and ensured accurate billing.
- Facilitated effective communication between customers and kitchen staff, optimizing order accuracy and service efficiency.
- Managed payment transactions with precision, ensuring accurate billing and adherence to financial protocols.

Regional Sales Representative

Sales Service Uganda, Uganda

2016 - 2020

- Promoted and sold company products while maintaining excellent client relationships.
- Identified customer needs and provided tailored solutions to drive sales.
- Conducted market research to develop sales strategies and improve outreach.
- Conducted in-depth customer needs assessments and provided tailored solutions to enhance client satisfaction and increase revenue.
- Performed market research and competitive analysis to develop effective sales strategies and expand market reach.
- Drove sales growth by promoting and selling company products while fostering strong client relationships.

LANGUAGES

- English - Advanced (C2)