

## EMACULATE ROSALINE AKINYI

### Sales lady

Aljafilia, Dubai, [aonorosaline21@gmail.com](mailto:aonorosaline21@gmail.com), +971583064226



## PROFESSIONAL SUMMARY

I am resourceful and self-driven to exceed expectations and maximize customer satisfaction in delivering outstanding services. I am passionate, flexible, hardworking, and highly effective in conflict resolution, persuasive communication with excellent attention to detail. I clearly understand that working for a reputable company requires exceptionally good abilities and qualities.

## Key Skills

- Verbal and written communication.
- Work independently and as a team.
- Customer Service and Care.
- Excellent presentation and time management.
- Attentiveness and patience for customers.
- Strong organizational, multitasking and goal oriented.
- Operating POS system.
- Proficiency in MS office

## Education

**Rift Valley Institute of Science and Technology Kenya in 2018**

*Diploma in supply chain management*

**Afraha high school Kenya in 2014**

*Kenya Certificate of Secondary Education*

## Work Experience

**WOOLWORTHS KENYA**

**SALES ASSOCIATE (MARCH 2017-DECEMBER 2019)**

- Greet customers, help, and serve them to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are always kept clean and tidy in alignment with the brand's image and coordination.
- Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives and following up on customers' requests.

- Inform department manager of unavailable and nonperforming products.
- Merchandise products under the appropriate sections according to sales trends, date of release and as per the department manager's recommendation.
- Up-sell and cross-sell products and services to reach hourly and daily sales targets.
- Keep clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Directing customers by escorting them to racks and counters.
- Documenting sales by creating or updating customer profile records.

## **BEDI FABRICS AND GARMENTS INVESTMENT LIMITED**

### **PRODUCTION CLERK (NOVEMBER 2020 – DECEMBER 2022)**

- Developing daily calendars for office.
- Compile any necessary data needed for production.
- Ensure we have proper materials on hand for production.
- Examine and record both incoming and outgoing inventory for production schedules.
- Create and coordinate the daily production schedules for their company.
- Record and coordinate the flow of work and materials between departments.
- Fulfill other administrative or office duties as needed.
- Competencies in data entry, analysis, and management.
- Ensure accuracy of the facilities inventory system by updating records of physical inventory total receipt
- Perform other stock-related duties including returning, packing, pricing, and labeling supplies.

### **Hobbies**

- Listening to music.
- Cooking.

### **References.**

- Available upon request.