

Eronne Babirye

Customer Service / Sales

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Visa Status: **Valid Visit Visa**

A dynamic and results-oriented professional with a proven track record in retail and customer relations, seeking a Sales Associate position to leverage my strong communication skills and extensive product knowledge. I aim to enhance customer satisfaction, drive revenue growth, and create a positive shopping experience in a fast-paced environment while contributing to team success and achieving sales targets.

Work Experience:

Jan 2022 to Nov 2024 **Sales Associate, Full-time**

Max & Max Phone Accessories, Sharjah City Center, UAE

- ✓ Greet customers and identify their needs.
- ✓ Provide product recommendations and answer inquiries.
- ✓ Resolve customer complaints promptly.
- ✓ Meet and exceed sales targets.
- ✓ Process transactions accurately at the register.
- ✓ Monitor stock levels and assist with inventory.
- ✓ Unpack and display new merchandise.
- ✓ Maintain a clean and organized sales floor.
- ✓ Set up promotional displays.
- ✓ Train new staff on policies and procedures.

Jan 2021 to Oct 2022 **Airport Representative, Full-time**

Entebbe International Airport, Entebbe, Uganda

- ✓ Assisted passengers with check-in procedures and boarding.
- ✓ Provided information about flight schedules and airport facilities.
- ✓ Handled customer inquiries and resolved issues efficiently.
- ✓ Coordinated with airline staff to ensure smooth operations.
- ✓ Managed lost luggage claims and provided support to affected passengers.
- ✓ Conducted security checks and ensured compliance with regulations.
- ✓ Assisted in the organization of airport events and promotions.
- ✓ Maintained a professional and welcoming environment for travelers.

Education:

- **High School Certificate.**
Good Shepherd High School, Kampala, Uganda.

Skills:

- Customer engagement and needs assessment.
- Upselling and cross-selling techniques.
- Strong verbal and written communication.
- Knowledge of phone accessories.
- Inventory management and audits.
- Quick problem resolution.
- Team collaboration.
- Organizational skills.
- Adaptability in fast-paced environments.
- Familiarity with point-of-sale systems.

Languages:

- **English:** *Fluent.*
- **Arabic:** *Little.*