

GLORIA ZIVANAI

Sales & Customer Services Executive

Dynamic Sales & Customer Services Executive with a proven track record in driving revenue growth and enhancing customer satisfaction. Skilled in client relationship management, upselling, and resolving complex issues efficiently. Adept at working in fast-paced environments with strong communication and problem-solving abilities. Committed to delivering exceptional service and exceeding sales targets consistently.

EDUCATIONAL QUALIFICATIONS

- Customer Service & Communication Skills Training
- Barista Training Certificate
- First Aid & Fire Safety Training

PROFESSIONAL EXPERIENCE

POSITION: Sales & Customer Service Agent

Cape Grace Trading, South Africa | January 2023 to March 2024

Job Responsibilities

- Handling customer inquiries and complaints professionally to ensure high levels of client satisfaction.
- Processing sales transactions accurately while promoting additional services and products to customers.
- Maintaining up-to-date knowledge of products and services to effectively address customer needs.
- Resolving customer issues efficiently by coordinating with internal departments and following escalation protocols.
- Conducting follow-ups with clients to ensure service satisfaction and identify further sales opportunities.
- Building strong customer relationships by providing personalized support and attentive service.
- Monitoring customer accounts to track orders, resolve discrepancies, and maintain accurate records.



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Address
Dubai, UAE



DETAILS



Nationality
Zimbabwean



Date of Birth
06 March 1993



Gender
Female



Availability
Immediately



Visa Status
Visit Visa



Languages
English (Fluent)

LITERACY

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- POS

POSITION: Sales Associate

Megavision Logistics, South Africa | October 2020 to Nov 2022

Job Responsibilities

- Assisting customers with product selection to ensure a positive and personalized shopping experience.
- Maintaining store cleanliness and organization to support an inviting and efficient retail environment.
- Replenishing merchandise on the sales floor and ensuring displays are visually appealing and current.
- Processing transactions accurately using point-of-sale systems and handling cash or card payments.
- Meeting or exceeding individual sales goals through effective communication and upselling techniques.
- Responding promptly to customer inquiries and resolving concerns to foster customer loyalty.
- Monitoring inventory levels and reporting low stock items to support restocking and inventory control.

POSITION: Cashier

Big Variety Trading, Zimbabwe | January 2020 to August 2020

Job Responsibilities

- Processing customer purchases accurately using point-of-sale systems and handling cash, card, or digital payments.
- Greeting customers warmly and providing efficient service to enhance the overall shopping experience.
- Balancing the cash drawer at the beginning and end of shifts to ensure transaction accuracy.
- Assisting with bagging items and ensuring products are handled carefully during checkout.
- Addressing customer questions or concerns professionally and referring complex issues to supervisors.
- Monitoring checkout areas for cleanliness and restocking essential supplies as needed.
- Promoting store loyalty programs and special offers to encourage repeat business.
- Verifying prices and discounts to ensure correct charges are applied to all transactions.

CORE SKILLS

- Safety awareness
- Excellent customer service
- An ability to follow rules and procedures
- Teamwork
- Remaining calm under stressful situations
- Reliability, flexibility and adaptability
- Empathy and understanding

ATTRIBUTES

- Communication
- Teamwork
- Problem-Solving
- Time Management
- Adaptability
- Customer Service
- Attention to Detail
- Organization
- Interpersonal Skills
- Multitasking

REFERENCES

- Available upon request