



# IRYN GLORIA NAMUJJU

## Sales Associate

### ABOUT ME

Experienced and customer-focused Retail Sales Associate with over six years of proven expertise in sales and customer service. Skilled in creating exceptional customer experiences, driving sales, and achieving targets in fast-paced retail environments. Dedicated to helping customers find the right products and providing knowledgeable support to maximize sales and customer satisfaction.

### CONTACT



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### SKILLS

- Customer Service & Sales
- Product Knowledge & Merchandising
- Team Collaboration
- Problem Solving & Conflict Resolution
- Cash Handling & POS Systems
- Time Management & Organization
- Multilingual Communication (if applicable)

### EXPERIENCE

Nayomi, Dubai

Sales Associate / Cashier | 2022-2024



- Greet and assist customers, providing product information to drive sales and ensure an exceptional shopping experience.
- Consistently exceeded monthly sales targets by an average of 20% through upselling and personalized recommendations.
- Supported team members with merchandising and product displays, contributing to an inviting and organized store layout.
- Maintained strong product knowledge, enabling prompt and accurate answers to customer questions, boosting customer satisfaction scores.
- Handled cash transactions accurately, reconciled the cash drawer at the end of each shift, and processed refunds efficiently.

**ELSA – Dubai, UAE-2020-2022**

**Sales Associate / Cashier**

- Developed strong customer connections by providing in-depth product knowledge, promoting ongoing deals, and offering personalized recommendations.
- Managed cash register operations, balanced cash drawers at the end of shifts, and prepared daily sales reports for management.
- Maintained a clean and organized cashier area, ensuring supplies such as bags, gift wraps, and promotional materials were stocked.
- Supported inventory management, including receiving shipments, organizing back-stock, and conducting stock counts.
- Actively upsold additional items like accessories and complementary products, meeting or exceeding individual monthly targets.
- Coordinated with store management to optimize the store layout, enhancing customer flow and product visibility.

## PERSONAL DATA

Nationality; Uganda  
Location : Dubai  
Gender Female  
Visa Status : Own Visa  
Marital Status; Single

## LANGUAGE

English: Fluent  
Arabic: Basic communication skills  
Luganda: Native

**I CAN JOIN IMMEDIATELY**

## Retail Sales Associate

### Carrefour Uganda - Oasis Mall (2018-2020)

- Welcomed guests and ensured they had an enjoyable experience by engaging in friendly conversations and providing personalized service. Assisted with restocking dining room supplies, including cutlery, condiments, napkins, and other essentials.
- Operated cash registers and handled transactions, ensuring accuracy and accountability for cash and card payments.
- Collaborated with coworkers to maintain a positive work environment and contribute to overall restaurant efficiency.
- Ensured compliance with local sanitation and health regulations by regularly sanitizing tables and high-touch areas.

## EDUCATION

- High School Diploma Certificate

## CORE COMPETENCIES

- Customer Service Excellence
- Sales and Product Promotion
- Cash Handling & POS Operations
- Inventory Management & Merchandising
- Problem Solving & Conflict Resolution
- Communication & Interpersonal Skills
- Team Collaboration & Training
- Time Management & Efficiency