

# LUWAM YOSIEF

## Cashier and Sales Associate

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## EXPERIENCE

### sales & Guest Services Associate

#### Polytech Store

03/2021 | Addis Ababa, Ethiopia

- Greeted and assisted customers with a high level of professionalism, ensuring an exceptional shopping experience.
- Provided detailed product information, helping customers make informed purchasing decisions and promoting special offers.
- Effectively handled customer complaints, ensuring timely resolution and maintaining positive customer relationships.
- Managed inventory, restocked shelves, and ensured the store was organized, clean, and visually appealing.
- Assisted with sales targets, contributing to the store's monthly and quarterly revenue goals.

### cashier

#### WOWSUPERMARKET

07/2020 - 02/2021 | Asmara, Eritrea

- Managed high-volume transactions during peak hours, maintaining accuracy and attention to detail.
- Ensured that all pricing was accurate and handled customer queries regarding promotions, refunds, or exchanges. Promoted store loyalty programs and successfully enrolled new customers, enhancing store retention.
- Monitored stock levels and requested product replenishments to ensure the checkout area was always well-stocked.
- Assisted with the preparation of end-of-day cash reconciliation reports.

### cashier cum waitress

#### malibu restaurant

07/2019 - 06/2020 | Asmara, Eritrea

- provided answers to guests concerning menu and drink items special
- worked flexible schedule and extra shifts to meet business needs
- operated cash register to record transaction accurately and efficiently
- Learned duties for various positions and provided backup at key times

## EDUCATION

### Bachelor's in science

#### University of EIT

01/2014 - 12/2019 | Eritrea

## SUMMARY

A dedicated and highly motivated individual with a Bachelor of Science degree, seeking a dynamic position as a Cashier or Sales Associate in a fast-paced supermarket environment. Offering excellent customer service skills, a strong understanding of sales techniques, and a proven ability to manage transactions and maintain store operations. Eager to contribute to the success of a team while enhancing the overall customer experience.

## SKILLS



### customer service oriented

Describe what you did and the impact it had.



### Multi tasking and prioritization

Describe what you did and the impact it had.



### flexible and adaptable

Describe what you did and the impact it had.



### Creative problem solving and multilingual

Describe what you did and the impact it had.

## LANGUAGES

### ENGLISH

Proficient



### French

Intermediate



### Korean

Intermediate



### Tigrigna

Native

