



# Nalwoga Mary Gorreth

Sales Associate /Customer Service

## PERSONAL DETAILS

Mob: **+971 55 511 6202**

Mail: **mgorrethbwanika@gmail.com**

Address: **Deira, Dubai - UAE**

Passport: **A01069712**

Visa Status: **Visit Visa**

Nationality: **Ugandan**

Gender: **Female**

## SKILLS

- Excellent communication skills in English both written and verbal
- Upselling & cross selling
- Ability to multitask and work within a team
- Strong ability to handle the staff and work pressure
- Good analytical skills
- Fast learner
- Self motivated and driven by desire to achieve targets
- A strategic thinker and planner
- Agile and flexible in adopting to new environments
- Excellent negotiation skills

## EDUCATION

**High School Certificate**

## PROFILE

I am a hardworking, responsible and self-motivated team player with the ability to multi task and carry out all my duties with very minimum supervision. I am result oriented and a good problem solver that quickly adjusts to new situations with the ability to handle all my set tasks efficiently while striving to achieve all the set goals and targets.

I have excellent knowledge and experience in store management, sales prospecting, follow up and closing of sales, upselling and cross selling, customer acquisition and excellent skills POS machines.

## WORK EXPERIENCE

### Sales Executive

Abuja Supermarket, Kampala, Uganda

2 Years

- Provide customers with information on special deals and discounts
- Process customer's payments & balances using the POS machines
- Greet customers warmly and assist customers with directions and product selections as desired by customers
- Conducting market research to identify selling possibilities and evaluate customer needs
- Use all the different sales strategies like cross selling and upselling to drive sales growth in the supermarket
- Collaborate with team members to achieve better results and meet targets
- Ensure the availability stock in the store and inform management in case of any shortages
- Handle customers complaints and ensure that all issues are resolved.

### Sales Trainee / Internship

Shoprite Supermarket

1 Year

- Attaching price tags to the different products on the shelves
- Arrange products in clean and orderly display on the shelves
- Report price discrepancies to the line supervisor and management
- Maintain cleanliness of working area and stocking shelves with merchandise in an orderly and attractive manner
- Attend to and greet all the walk in customers

## DECLARATION

I **Nalwoga Mary Gorreth** declare that the above information is true and correct to the best of my knowledge and ability. I welcome the opportunity to discuss further this position and will be available to start work immediately.