



# NAMARA SHADIAH

## Sales Associate

### PERSONAL SUMMARY

Creative, collaborative, and sales-driven professional with over three years of experience, delivers consistent and high-quality customer service with multitasking in expeditious environments to strengthen the company's brand and improve customer loyalty. Profoundly pleasant and receptive individual coupled with outstanding communication and relational abilities.

### EMPLOYMENT HISTORY

**Sales Associate** **2022-2023**

**Carrefour Hypermarket-Dubai**

#### Key Qualifications & Responsibilities

- Greet customers in a friendly and professional manner, providing excellent customer service
- Assist customers with product selection, offering advice on fit, style, & color options
- Maintain knowledge of current promotions, policies regarding payment and exchanges, and security practices
- Monitor inventory levels to ensure products are adequately stocked
- Utilize POS system to process payments, track orders.

**Sales Assistant/Customer Service** **2 years**

**Pep Fashion Store – Uganda**

#### Key Qualifications & Responsibilities

- Greet and acknowledge customers while providing the appropriate level of service
- Effectively communicate value and quality of our merchandise while sharing our current promotions and offer solutions for “out of stock” items when necessary
- Maintain appropriate stock levels and ensure that all sizes and styles are represented
- Follow company standards of merchandise presentation, signage, and display

#### Key Achievements

- Achieved the highest sales record in the store's history, exceeding monthly targets by 30%.
- Participated in inventory management, reducing stock discrepancies by 20% through accurate tracking.

**Customer Service /sales Associate**

**Shoprite Holdngs Ltd - Uganda**

**1 Year**

#### Key Qualifications & Responsibilities

- Assists customers in the selection of pep merchandise, while providing information about the product, materials, technology, and functionality.
- Ensured customer service standards are upheld by listening to customer's wants and needs, and providing product information when required.
- Completes customer sales transactions (cash, credit, debit, etc.).
- Maintains store appearance, assists in processing and replenishing merchandise and assist with customer service inquiries.
- Help to support and create a team environment by respecting co-workers.

### CONTACT DETAILS

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Dubai UAE

### PERSONAL DETAILS

Nationality: Uganda

Marital Status: Single

Gender: Female

Visa status: Employment

### LANGUAGE

English

Arabic Basic

### EDUCATION

Diploma In Business Management

And Administration– Uganda

### SKILLS

- Customer Service
- Call Centre Operations Patience
- Time Management
- Problem Solver
- POS Operation
- Good Communication
- Product Knowledge
- Stocking Shelves
- Brand awareness
- Handling Returns
- Team work
- Visual Merchandising
- Knowledge of MS Office applications