



RONALD KASOZI

MERCHANDISER / CUSTOMER SERVICE

PERSONAL PROFILE

Am a positive, result oriented person with over 5 years experience in building strong customer relationships. With a deep understanding of customer wants and needs, I'm a confident strong communicator with excellent interpersonal skills, negotiation skills and am able to excel sales targets, close leads and maintain good customer relationships in thriving fast-paced work environments

CAREER OBJECTIVE

Committed to delivering exceptional customer service through effective communication and customer centric approach. Am confident to bring on my sales and merchandising strategies to drive sales, build and maintain relationships with suppliers, customers and the team. With my competitive work ethics combined, I'm excited to contribute to business development, career growth, role modeling and as well learn from a team of well trained professionals

WORK EXPERIENCE

Customer Service Executive

Ronaven LLC -Dubai

Dec 2022- June 2024

- Managed, surveyed customer portfolios, negotiated contracts and filed them to the database
- Responded and resolved customer needs and requests
- Optimized and oversaw operations to ensure efficiency
- Assisted upper management in decisions for expansion

Sales / Merchandiser

Medicina and Pharmalink - Dubai

Nov 2017 - Oct 2022

- Prospected potential clients, demonstrated product benefits and closed sales leads
- Merchandise, up sell, cross sell and after sell of in-house and non in-house products
- Helped in designing of layout designs for the store
- Discard expired or damaged products and replaced with fresh ones
- Made stock take of all products in the store and pharmacy
- Labeled products and displayed high end promotional products

Ware house & Store Assistant

Game Stores Kampala- Uganda

March 2016- Aug 2017

- Issued Local purchase orders and stock taking of products
- Worked with suppliers to ensure scheduled timely delivery
- Managed product display to optimize inventory levels
- Spearheaded and mentored a team to deliver on sales targets and prepared weekly reports to my superiors
- Analyzed Sales data to optimize opportunities for business growth, optimization and stock management

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📍 Al Jafiliya, Dubai-UAE

Visa Status: Own Visa with Valid UAE driving license

EDUCATION

MTAC BUSINESS INSTITUTE

- Higher Diploma in Business Administration -2016

STRENGTHS

- Good memory and vigilant
- Jolly, friendly with polite attitude
- Flexible to adapt to new roles and work stations
- Strong interpersonal Skills
- Able to multitask and work for long hours in fast pace work environments

SKILLS

- Project Management
- Teamwork
- Computer Skills
- Time Management
- Leadership
- Effective Communication

CERTIFICATIONS

- **Sales Champion**

Game stores - 2017

ACHIEVEMENTS

- Completed an in-house project within budget that increased sales by 15%