



FAHIMAH KAPERO

SALES OFFICER ASSOCIATE

CONTACT

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📍 Ugandan

OBJECTIVE

Dynamic and motivated sales associate with a proven track record of exceeding sales targets and delivering exceptional customer service. Eager to leverage strong communication skills and a proactive approach to contribute to a high-performing team and enhance customer satisfaction in a retail environment.

LANGUAGES

English

SKILLS

Customer care

Conflict resolving

Computer knowledge

Organized and compatibility

Listening and analysis

Team work

Leadership

Adaptability

Communication

PROFESSIONAL EXPERIENCE

SALES OFFICER ASSOCIATE

Dantata Enrollment Center For Identity . Ajman,UAE | Oct 2024 - present

Customer Registration, Ensuring Sanitation, Receiving Customer inquiries and answer professionally, Customer service and ensuring satisfaction, Record keeping, conflict resolving, making daily sales reports, Banking, Booking appointments, handling clear schedules

PACKAGING SUPERVISOR

Das Agro Industries, Uganda . Kampala, Uganda | Jan 2020 - Jan 2021

Supervised daily packaging operations, ensuring compliance with quality standards and safety regulations. Managed a team of packaging staff, provided training, and implemented process improvements to enhance efficiency. Collaborated with production and quality control teams to maintain workflow and meet production targets.

INDOOR SALES/CASHIER

Top Beauty Professional,UAE. Sharjah, UAE | Feb 2022 - Dec 2023

Managed customer transactions efficiently at the point of sale while providing exceptional service. Handled cash and credit payments, maintained accurate registers, and ensured the store environment was clean and organized. Assisted customers with product inquiries and promoted sales to enhance store revenue.

CUSTOMER SERVICE/CASHIER

Royal Spa Beauty Salon,UAE. Sharjah UAE | Jan 2024 - Dec 2024

Provided exceptional customer service by assisting with inquiries, resolving complaints, and ensuring a positive shopping experience. Managed cash register operations, processed transactions accurately, and maintained a balanced drawer. Collaborated with team members to uphold store standards and promote a welcoming environment for customers.

EDUCATION

HIGH SCHOOL DIPLOMA

Kawempe Muslim High School . Kampala, Uganda | Feb 2015 - Jan 2018

Completed high school diploma with a focus on foundational subjects including mathematics, science, and humanities. Developed critical thinking and problem-solving skills through coursework and projects. Participated in extracurricular activities, fostering teamwork, leadership, and effective communication abilities.

NURSERY CERTIFICATE

YMCA. Kampala, Uganda | Jul 2018 - 2020