MOSES OKOT

Sales Merchandiser

Personal Information

Mobile:
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Email Address:
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Nationality:
Ugandan

SKILLS AND STRENGTH

- Communication Skills
- Consultative selling
- Retail Sales
- Inventory Management
- Team work and team coordination
- Product Promotion and Marketing
- Customer service

LANGUAGES

English: Fluent

EDUCATION

Uganda Martyrs University

Bachelor of Science in

Information Technology

2011-2014

REFERENCES

Available upon request

SUMMARY

I am proven sales merchandiser with two years of experience of driving customer satisfaction and increasing sales. I achieved an increase in sales during my work spell.
I am seeking a position in an upscale company in order to utilize my leadership, hospitality and customer service skills to maximize efficiency and sales.

PROFESSIONAL EXPERIENCE

2020-2022   ***SALES MERCHANDISER***
Carrefour | Dubai, UAE

- Managed layout plans of store and maintained inventory of products.
- Analyzed sales figures, reported growth, expansion and change in markets.
- Gathered information on market trends and customers' reactions to products.
- Collaborated with suppliers, manufacturers and stores to ensure proper execution of plans.
- Advertised new company promotions.
- Created and organized promotions and advertising campaigns

2017-2019   **SALES AND MARKETING PERSONNEL**
Capital shoppers | Kampala, Uganda

- Created and demonstrated products and service awareness.
- Looked for new clients and retained the already existing ones
- Brainstormed, formulated and implemented new marketing strategies
- Reevaluated over time and made sure sales targets were met
- Advertised new company promotions
- Got feedbacks from the clients about the products

2015-2016   **CUSTOMER SERVICE**
Jumia | Kampala Uganda

- Attended to incoming customer calls for any inquiries, complaints and helped in resolving their issues.
- Called and tracked delivery agents to inquire why some orders were taking long to be delivered.
- Processed orders and returns.
- Asked, collected and analyzed customer feedback regarding products and satisfaction level
- Recognized incomplete customer profiles and helped them in the process of completing in filling their profiles