







Biography

To represent the brand by leveraging my retail experience and customer service expertise to maximize sales and enhance the overall store performance. Committed to maintaining high operational standards, including store maintenance and visual presentation, to contribute to the store's success.

Contact

 United Arab Emirates
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Languages

English (Reading -Fluent, Writing-Fluent, Speaking-Fluent)
Arabic (speaking - Native)

Skills

Communication
Customer Service
Time Management

Victor Adu

Storekeeper / Sales Assistant

Work

5/2022 - 6/2024

H&M - Sales Assistant /Merchandiser

- Serve Customers with the highest standards like (GUEST - Greet, Understand, Explain, Sell, Thank)
- Assist customers, answering their questions and helping them find products.
- Arrange product displays to attract customer attention and drive sales.
- Monitor stock levels, reorder products when necessary, and ensure shelves are always full.
- Help customers with purchases, upselling, or cross-selling products when appropriate.
- Implement promotional displays and signage in line with marketing strategies.
- Stay informed about the store's products to provide accurate information to customers.
- Operate the cash register and manage customer transactions accurately.
- Ensure awareness and vigilance at all times of security in the store without any negligence.

6/2020 - 7/2022

AMAZON FULFILLMENT CENTER DUBAI - ICQA-Inventory Control Quality Assessment

- Monitor and control the receipt of goods at the store, maintaining accurate records to ensure proper inventory management and stock levels.
- Receive all deliveries, verifying that goods match the delivery notes and purchase orders in terms of weight, quantity, and category.
- Record goods received on the appropriate receiver's report, following established procedures.
- Ensure timely and secure delivery of goods to their final destinations within the hotel.
- Oversee the flow of goods and personnel in the receiving area, ensuring it remains clean, organized, and efficient.
- Manage and record returnable items, such as bottles and crates, ensuring proper tracking and returns.
- Issue goods based on authorized requisitions, ensuring compliance with hotel policies.
- Inspect goods for quality to ensure they meet hotel standards,

Inventory Management	
Sales Techniques	
Problem Solving	
Point-of-Sale Systems	
Attention to Detail	
Product Knowledge:	
Teamwork	
Persuasion	
Relationship Building	
Customer Needs Analysis	
Confidence	



Hobbies

- * Snowboarding
- * Tennis
- * Computer games
- * Reading /Learning
- * Cooking

- identifying any damage, spoilage, or discrepancies and reporting them promptly.
- Coordinate with suppliers for the return or replacement of any incorrect or damaged goods.
- Maintain accurate records for all goods received, including the date, supplier, and condition upon receipt.
- Assist with stock audits by providing up-to-date information on inventory levels, and participating in regular physical counts.



Education

- 2/2018 - 3/2019
- National Computing Centre UK, NCC,(ATTESTED) LV5 advance - Diploma in Business Information Technology
- Relevant Courses included Database, Customer Relation Management, Information Systems Analysis, Principles of Business Operations, and Business Communication

- 8/2017 - 2/2018
- National Computing Centre UK, NCC,(ATTESTED) - International Diploma in computer studies
- Relevant Courses included Web Design, Programming Methods, Fundamentals of Hardware and operating systems, and Networking.

- 9/2014 - 6/2017
- Obuasi Secondary Technical School, Obuasi -Ghana - West African Senior Secondary Certificate Examination (ATTESTED)



Projects

Key Achievement

1. Sales Targets Exceeded: Consistently surpassed sales goals, contributing to overall store revenue growth.
2. Customer Satisfaction: Received high customer satisfaction scores for providing exceptional service and resolving issues effectively.
3. Product Knowledge: Demonstrated in-depth knowledge of products, leading to increased upselling and cross-selling opportunities.
4. Inventory Management: Successfully managed inventory, ensuring accurate stock levels and minimizing shrinkage.
5. Training and Development: Trained new staff members, enhancing team performance and cohesion.
6. Visual Merchandising: Improved store presentation and layout, resulting in increased foot traffic and sales.
7. Promotional Success: Executed successful promotional campaigns and events, boosting sales and customer engagement.
8. Customer Loyalty: Built strong relationships with regular customers, encouraging repeat business and referrals.