

# WILLIAM KARIUKI NDERERE

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## EXPERIENCE

**Cashier**

May 2024 — December 2024

**Sweetworld Hypermarket**

Nairobi, Kenya

- Reviewed and processed cash, cheque, credit and debit transactions with cash register and point-of-sale system
- Ensured cash drawers were monitored and balanced on store opening and closing.
- Minimized customer wait time by processing sales, exchanges, and refunds
- Kept record of daily transactions and prepared sales reports.
- Provided prompt service to allot important resources for customer inquiries and complaints

**Sales Associate**

August 2023 — May 2024

**Maguna Andu Supermarket**

Murang'a, Kenya

- Assisted customers in identifying their needs and provided product recommendations to enhance satisfaction.
- Maintained store presentation and ensured products were displayed attractively to increase sales.
- Processed customer transactions accurately and efficiently while handling inquiries and resolving concerns.
- Supported promotional events and marketing initiatives to boost product visibility and revenue.
- Built and nurtured client relationships to encourage repeat business and customer loyalty.

**Sales Representative**

May 2022 — September 2022

**Naivas Hypermarket**

Nairobi, Kenya

- Assisted customers in selecting products, offering expert advice to enhance their shopping experience.
- Maintained an organized and visually appealing sales floor to drive product interest and sales.
- Handled customer inquiries and resolved complaints to improve satisfaction and retention.
- Processed transactions efficiently while ensuring accuracy in billing and payments.
- Collaborated with the inventory team to monitor stock levels and replenishment needs.

## EDUCATION

**Bachelor of Commerce**

September 2019 — September 2023

**Murang'a University of Technology**

Kenya

- Graduated with a major in Finance

## SUMMARY

Results-driven and highly motivated sales professional with 2 years of experience in sales and customer service. Adept at building strong client relationships and driving revenue growth. Skilled in negotiation, lead generation and closing deals. Passionate about delivering exceptional customer service and fostering long-term business success.

## LANGUAGES

|           |          |
|-----------|----------|
| English   | Advanced |
| Kiswahili | Fluent   |

## SKILLS

- Customer Service & Sales
- Upselling & Loyalty Promotion
- POS & Cash Handling
- Inventory & Merchandising
- Loss Prevention & Security
- Time Management
- Grooming & Store Presentation
- Problem-Solving & Conflict Resolution
- Teamwork & Communication