

CURRICULUM VITAE

PERSONAL DETAILS:

NAME : NAGASHA SULAINAH
Mobile No : + 971 527492422
Email : Ositaleo55@gmail.com
Marital status : Single
Nationality : Ugandan
Visa status : Cancelled Visa
Address : Dubai – UAE



POSITION: SALES ASSOCIATE / CUSTOMER SERVICE

CAREER OBJECTIVE

Am reliable, trustworthy and conscientious sales Associate and customer service who is able to multi-task, handle pressure, work as part of a team and most importantly, I inspire customers to make more purchase. With infectious enthusiasm and an inspirational style, I have extensive experience of the retail industry to develop superb organization, problem solving and sales skills. I am a person who can explore new territories and push existing limits in the search for sales. I currently look for a suitable sales assistant opportunity with a company that will not only challenge me professionally but also allow me to develop my knowledge & potential further.

DRIVING LICENSE DETAILS

Driving License No : 4768785
Date of Issue : 27/08/2024
Date of Expiry : 27/08/2026
Place of Issue : DUBAI, UAE

WORK EXPERIENCE

COMPANY: COCOLILY COMPANY -DUBAI
POSITION: Sales / Customer Service
DURATION: 1 Year Till Date

COMPANY: MTN TELE COMMUNICATION SERVICES- UGANDA
POSITION: Customer service/Service Agent
DURATION: 2 Years

DUTIES AND RESPONSIBILITIES

- Welcomes customers by greeting them; offering them assistance.
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Greet customers at the store and provide them with information on their required products
- Lead customers to desired shelves or aisles and assist them in locating products
- Explain product features and benefits by performing demonstrations and answer any questions that customers may have
- Provide information regarding prices and after sales services and ways in which the latter can be obtained
- Suggest additional products in a bid to meet the company's and self-sales targets
- Assist customers in making decisions regarding suitable purchases based on their specific likes
- Work with customers with the most cheerful and pleasant disposition
- Communicate and assist customers in any way possible and as the customers may require
- Deal with customer's complaints professionally and with restraint
- Process or help process payments made by the customer – whether by in cash or credit card
- Ensuring the products display complied with the company standards.

EDUCATION AND QUALIFICATION

- Newton Training Institute Sept 2023- Dec 2023

- Kasule High School-Wakiso Feb-2017 Nov 2017
- Wakiso Muslim secondary school Feb 2014–Nov 2016
- Katooke Elim primary school

PROFESSIONAL

- Neat and professional appearance.
- Outstanding customer service skills and focus.
- Computer skills
- Able to memorize different faces.
- Able to handle sensitive and confidential situations.

PERSONAL

- An approachable and professional manner.
- Ability to function effectively in stressful situations;
- Ability to interact effectively at various social levels and across diverse cultures;
- Able to add, subtract, devise and multiply in various measures of measure

LANGUAGE

- English

HOBBIES:

- Reading,
- Traveling
- Music.
- Dancing

DECLARATION:

I hereby declare that the information is true to the best of my knowledge and belief and nothing has been concealed or distorted.

NAGASHA SULAINAH