

ONYANGO VINCENT OCHIENG/SHOP ASSISTANT/STOREKEEPER

LOCATION: KENYA

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EMAIL: [vinonyango1992@gmail.com](mailto:vinonyango1992@gmail.com)

### **PERSONAL DETAILS**

DATE OF BIRTH- 28-09-1992

NATIONALITY: KENYA

GENDER: MALE

MARITAL STATUS: SINGLE

RELIGION: CHRISTIAN

LANGUAGE: ENGLISH

### **PASSPORT & QID DETAILS**

PASSPORT NO: AK0168278

QID: 29240403254

### **ACADEMIC QUALIFICATION**

2002-2010- PRIMARY LEVEL(K.C.P.E)

2011-2014- SECONDARY LEVEL (K.C.S.E)

### **SKILLS**

Very energetic, result-oriented and organized

Efficient and well-behaved person

Good knowledge about Qatar location and traffic rules

### **PERSONAL PROFILE**

An efficient and customer service focused Shop attendant/store keeper with over 3 years experience in both store keeping and shop attendant

Committed to providing a seamless customer experience resulting in increased customer loyalty and maximized profit. Proven experience in multiple industries of various size and scale, in both department store settings and shop outlets like clothing, luxury brands, food and beverages and jewellery



## **CORE SKILLS**

- Luxury brands
- customer service
- Complaint handling
- Visual Merchandising
- Inventory management
- Sales assistance
- Cash management
- Customer engagement

Career summary

NOV 2018-JUN 2023 - GRAND MALL, QATAR  
SHOP ATTENDANT/STORE KEEPER

### **OUTLINE**

Part of a busy team of 5 providing assistance at a food & beverages shop, clothing shop, jewellery shop and luxury shop at a grand mall in Qatar

### **Key responsibilities**

- offer help and advice to customers on sales purchases of our latest products
- attend monthly trainings on how to apply and promote our latest products and services
- achieve personal sales, goals and work towards achieving team sales targets
- Build relationships with customers and ensure repeat business
- Maintain a clean and hygiene counter including sanitizing utensils between use
- Actively promote special events and deals we have on new and old products
- Stock management including rotation
- Recording stock figures and requesting
- Stop traffic where appropriate to raise brand awareness and connect with potential customers

Key achievements/projects

- Achieved every quarterly sales targets which contributed towards the success of meeting our team targets
- Awarding the best in cleanliness

JAN 2016-2018 OCT- NO MANENO BAZAAR, KENYA  
SHOP ATTENDANT/STORE KEEPER

### **OUTLINE**

Part of a busy team of 4 providing assistance at a clothing shop, jewelry shop, luxury shop at NO MANENO BAZAAR

Reporting directly to the store manager, assisting customers to select jewelry to buy, covering weekends and weekdays in flexible pattern

### **KEY RESPONSIBILITIES**

- Personally greet customers on arrival to inquire about their needs and offer advice and assistance

- Verify new stock arrivals
- Input the stock into the company's records
- Housekeeping on the stock including hovering the carpets and keeping display cabinets, windows polished
- Opening and closing the shop
- Setting up the shop in a presentable and creative manner
- Manage the sales transactions at the cash desk and handling personalized transcriptions, request and returns
- Keep excellent records of transactions on our internal database in line with GDPR regulations
- stay up-to date with the latest fashion and trends and advise accordingly
- Achieve sales targets in line with business growth
- Assisting customers in dressing rooms, offering advice and if needed fetching different items to try on
- Managing the queue in the dressing room efficiently to reduce waiting time and speed up the sales process
- Provide accurate and upto date information to customers regarding items and products
- Maintain brand awareness at all times and act as an ambassador for the brand
- Manage sales transactions on a busy cash desk including refunds and escalating complaints to the management
- Resolving customer complaints to maintain good customer relations
- Maintain excellent knowledge on the provenance of products and assists customers with purchase choices
- Demonstrated excellent cash handling skills on cash desk, managing 80-100 transactions a day

## **KEY ACHIEVEMENTS**

Contribute towards the winning the best independent shop window award at creative awards

1. ROMARECO CORTES

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2. NATHAN OSORO

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