

Gladys Kariuki

Supervisor

Kenya 8042

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Talented, hard- working individual effective at multi-tasking and maintaining a friendly, professional attitude under pressure. Efficiently builds loyalty and long-term relationships.

Willing to relocate: Anywhere

Personal Details

Birth Date: 1995-11-17

Eligible to work in Qatar: Yes

Industry: Accounting, Beauty & Wellness, Sales

Work Experience

Sales supervisor

Day to Day-Al Nahda

January 2024 to Present

- Coaching, training employees and guiding them to enhance their skills and performance.
- Delegating tasks and responsibilities and ensuring the tasks are completed efficiently.
- Setting realistic and achievable sales targets .
- Handling customer enquiries and complains.
- Setting a link between the sales team and the management.
- Resolving conflicts within the team or with customers.
- Staying up to date with industry trends.
- Building and maintaining customer relationships
- Monitor employees' POS machines and make sure they are working properly.

Receptionist

Hamaly-Doha

August 2021 to September 2023

- Answering, directing phone calls and managing a multi-line phone system, screening calls, and taking messages.
- Monitoring inventory and ordering supplies as needed.
- Greeting guests and offering assistance where needed.
- Ensuring the reception area is tidy and presentable.
- Arranging travel and accommodations: Making travel arrangements for employees, including booking flights and hotels.
- Providing information and answering enquiries to guests.

Sales Associate

Pureza Fashion and Makeup House-Nairobi, KE

August 2018 to June 2021

- Greet and welcome customers.
- Decipher and anticipate latest clothing trends.
- Handled other essential tasks like merchandising, housekeeping and stocking.
- Respond to customer queries.
- Stock merchandise.
- Interact with customers, offering assistance and responding to queries about products.
- Provide recommendations according to customer needs or preferences
- Locate merchandise for customers and places orders, where necessary
- Introduce promotions and new products to customers
- Operate cash register and handle cash payments and credit card processing.
- Handle refunds, exchanges and returns.
- Document sales by updating customer records
- Stay up to date with sales trends for better service and achievement of sales
- Alert the management of potential security issues.
- Handle cash as well as card payments.

Education

Diploma in Sales and Marketing

Zetech University KE-Nairobi

March 2015 to June 2018

Skills

- Critical thinking, evaluation and analytical skills (5 years)
- Experience operating a cash register (3 years)
- Friendly and strong commitment to customer service (6 years)
- Basic math and accounting skills
- Interpersonal skills
- Ability to stand for extended periods
- Experience operating point-of-sale (POS) transactions
- Record of meeting and exceeding sales goals
- Self-motivated
- Ability to lift merchandise weighing up to 20 pounds
- Verbal and written communication skills

Languages

- English - Expert
- Arabic - Beginner

