

Eyerusalem Abrham

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Job summary

Reliable and detail-oriented storekeeper and sales assistant with 7 years of experience in retail operations and customer service across the UAE and Ethiopia. Able to form trusting relationships with customers as well as quickly react to their needs and present the most appropriate product to meet them. Skilled in sales promotion, order management, guest assistance, stock control, warehouse organization, order preparation, and basic reporting. Known for attention to detail, adaptability, organization, strong communication skills, teamwork, and providing exceptional service.

Experience

Sales Assistant and Storekeeper Assistant, Ethiopia, Addis Ababa, Retail and beauty products 2023 – 2024

- Demonstrated products and services to customers.
- Supported stock replenishment and monitored inventory levels.
- Kept warehouse areas clean, organized, and compliant with safety regulations.
- Assisted in preparing customer orders for delivery and coordinating logistics.
- Achieved sales targets regularly.

Sales Assistant, Ethiopia, Addis Ababa, Zefmesh city center 2022 – 2023

- Advised customers on product selections and managed sales transactions.
- Handled cashier operations, processed payments, and promoted offers.
- Process returns, exchanges, and refunds.
- delegated merchandise displays and cleanliness in the store.
- Achieved sales targets through effective upselling.

Career break: Corona pandemic and maternity leave 2020 – 2022

Sales Assistant, UAE, Merhabba Mall Beauty Shop 2019 – 2020

- Welcomed customers with a positive attitude and helped them find suitable fashion products.
- Gave personalized style recommendations based on customer preferences.
- Maintained in-depth knowledge of fashion trends and store inventory.
- Handled POS operations, processed purchases, returns, and exchanges.
- Kept fitting rooms tidy and assisted with sizing and alternative options.
- Worked to achieve personal and store-wide sales targets.
- Helped maintain store cleanliness and visual merchandising.

Store keeper, UAE, China mall, Ajman 2017– 2018

- Received, inspected, and stored incoming goods based on purchase orders.
- Maintained accurate stock records and conducted regular inventory checks.
- Assisted in preparing customer orders for delivery and coordinating logistics.
- Kept warehouse areas clean, organized, and compliant with safety regulations.
- Supported stock replenishment and monitored inventory levels.

Education

- **2013 – 2014:** Bole Senior and Primary School (Grade 11)
- **2010 – 2012:** Dr. Haddis Alemayehu Secondary School
- **2001 – 2009:** Libe Fana Primary School

Skills

Languages: Amharic(Fluent), Arabic(Good), English(Good)

Technologies: Basic computer skills

Soft Skills:

- Customer Service Excellence
- Product Sales and Promotion
- Order Management (Shopify basic knowledge)
- POS System and Cash Handling
- Communication, Conflict resolution, Hygiene awareness,
- Time Management and Adaptability
- Inventory Management and Stock Control
- Receiving and Dispatching Goods
- Order Preparation and Packing
- Record Keeping and Reporting
- Customer Assistance and Retail Support
- Health and Safety Compliance

interests

Passionate about fashion and makeup: enjoy dressing up and doing simple makeup for family and friends.

Love helping at events, cooking, and traveling.