

PATRICK MUGALU

SALES ASSISTANT



Email- Patrick.mugalu@yahoo.com

Address - Shahaniya, Doha

Contact: +974 51184275

Nationality: Ugandan

SUMMARY

Reliable and detail-oriented Sales assistant with over 5 years in providing excellent customer service and managing monetary transactions, skilled in accurately handling cash, credit while maintaining a balanced cash drawer, proven ability to assist customers with their inquiries and resolve any issues promptly, strong interpersonal skills and a positive attitude contribute to creating a welcoming and efficient checkout experience.

SKILLS

- Customer Service
- POS
- Adaptable
- Patience and stress Management
- Accuracy in transactions
- Interpersonal skills
- Team Work
- Cash Handling
- Strong Mathematical ability
- Time Management
- Product Knowledge
- Problem Solving
- Multi-Tasking

EXPERIENCE

Security Officer

Mar 2022- Current

Stark Security Services- Shahaniya

- Ensured a safe environment reducing incidents by 30% annually
- Implemented security protocols enhancing response time by 25%
- Trained staff on safety procedures, increasing compliance by 40%
- Managed access control, improving security measures for sensitive areas
- Collaborated with law enforcement strengthening community relations
- Utilized CCTV, enhancing monitoring efficiency by 50%
- Resolved conflicts swiftly, maintaining peaceful atmosphere
- Prepared detailed reports, aiding in incident analysis and prevention.

Sales Manager

Nov 2018- Mar 2020

BOB AUTO SPARE PARTS - Kampala, Uganda

- Supported on average 40 customers, answering outstanding questions
- Assisted a team of 4 Cashiers during peak hours, reducing wait times by 1 minute and improving customer service for over 40 customers
- Earned employee of the quarter for outstanding customer service and efficiency enhancing team morale and productivity
- Supervised closing process handling cash for 33 deliveries each day to ensure a seamless end of service.
- Drove customer retention initiatives, improving loyalty by 20%
- Managing inventory and restocking supplies.

LANGUAGES

French / *Advanced DELF A1 and A2*

English / *Advanced*

Kiswahili / *Intermediate*

Luganda / *Native*

EDUCATION

Makerere University 2009- 2013

- Kampala, Uganda / Bachelor of Science in Quantitative Economics
- Graduated with Honors in Bachelor of science in Quantitative economics
- Achieved a GPA of **3.8/4.0**, ranking in the top 10% of the class

Commission nationale, CEIP, Alliance française 2008

- Kampala, Uganda / Diplome d'études en Langue Française A1 and A2
- Achieved Diplome d'Etudes en Langue Française A1 with distinction
- Completed Diplome d'Etudes en Langue Française A2 with high marks
- Demonstrated proficiency in basic French communication skills

Sales and Marketing Personnel

Jun 2013-Nov 2017

Street feet ug, ltd Kampala, Uganda

- Exceeded sales targets by 30% through strategic marketing initiatives
- Taking Customer Orders and inputting them into the cash register system
- Cultivated strong client relationships resulting in a 25% increase in repeat business
- Assisting customers in selecting products and providing recommendations based on their preferences
- Handling Credit and Cash Transactions ensuring accuracy and confidentiality.
- Presented compelling sales pitches that closed deals.
- Effective communication skills to collaborate with team members and other departments.
- Stay updated on product Knowledge and sales promotion

Sales Supervisor

Feb 2010 -Oct 2012

Dup Petroleum ug Ltd – Busega, Uganda

- Developed strong client relationships, resulting in a 50% repeat business rate
- Streamlined sales processes, reducing lead conversion time by 20%
- Collaborated with marketing to launch successful campaigns, increasing leads
- Achieved recognition as “Top Sales Supervisor” for two consecutive years
- Handle Cash and electronic transactions accurately and efficiently
- Collaborate with other team members to meet sales targets and provide positive shopping experience.
- Adhere to all safety and security protocols to prevent theft and fraud
- Maintain professional and friendly demeanor at all times.

Lubiri Secondary School

2006- 2008

Kampala, Uganda / **Uganda Advanced Certificate of Education**

- Participated in national science fairs and competitions

Makerere College School

2002 - 2006

Kampala, Uganda / **Uganda Certificate of Education**

- Consistently ranked in top 5% of the cohort
- Participated in national academic competitions and fairs

Bat Valley Primary School

2002

Kampala, Uganda / **PLE**

- Participated in national competitions securing top positions

CERTIFICATION AND LICENCES

BFF and BFA CERTIFICATE, Enertech Qatar

REFERENCES

Hakim Odur
Sr. Time Keeper
Stark Security Services
Contact: 77831262

Babatunde Gabriel Daodu
Control Room Supervisor
Stark Security Services
Contact: 77003420

Mr. Timothy Baguma
Country Director Street feet Uganda Ltd.
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