

SHELDON NICHOLAS

S A L E S & C U S T O M E R
S E R V I C E R E P R E S E N T A T I V E .



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Castries, St. Lucia W.I.

PROFILE

I am an experienced Sales and Customer Service Representative having over fifteen years of experience in the sales industry. I'm able to work alone and as part of a team.

SKILLS

- Customer Service
- CRM Tool Use
- Microsoft Office 365
- SAGE 300
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication

EXPERIENCE

TRADE SALES REPRESENTATIVE

Harris Paints (St. Lucia) Ltd

2017 - Present

- Sales of Paint coatings and related products to Hotels & Construction companies
- & Contractors.
- Providing advice and technical assistance to clients as required by their projects.
- Generate new growth of sales through registering new customers.
- Using Pipedrive CRM in order to track and manage leads and sales.
- Generating leads and building client relationships through sales calls and site visits.
- Meeting sales targets on a monthly basis.
- Employee of the year. 2019
- Perfect attendance for duration of employment.
- Following work instructions and procedures as instructed by employer. (ISO9001 Certified.)

EDUCATION

SECONDARY SCHOOL

St. Mary's College School

1995 - 2000

ASSOCIATE DEGREE BUSINESS ADMINISTRATION

Sir Arthur Lewis Community College.

2002 - 2004

EXPERIENCE

MANAGER

Rubis Service Station (Gas Station & Convenience store)

2014 - 2017

- Manage staff of thirty employees.
- Maintaining accounts receivable and payable.
- Ordering of products and fuel for store and gas station in order to maintain stock.
- Maintaining relationships and customer service of Key Account customers.
- Providing customer service training to staff member as per Rubis guidelines.
- Responsible for recruiting new staff.
- Doing employee payroll, taxes and other related functions.

FIREARMS INSTRUCTOR/SALES REPRESENTATIVE

GAR Inc.

2008 - 2014

- Overseeing and maintaining stock levels of various sale items.
- Developing and maintaining relationships with repeat clients.
- Scheduling and running training sessions with civilian, law enforcement and corporate clients.
- Overseeing importation, clearing, transportation and storage of sensitive items.
- Maintain records of sale for sensitive items.
- Developing and maintaining working relationships with other institutions including Police, Customs and Ports' Authorities.
- Training and supervising club members in the use of the shooting range.
- Assisting in planning and coordination of social activities at the shooting range including shooting tournaments and charity events.

PARALEGAL

Colonial Chambers

2008 - 2014

- Delivering legal documents to the necessary Registries or law offices for processing.
- Researching for development of legal documents.
- Drafting various legal documents.
- Preparing NIC & PAYE monthly payroll summaries for a partner company with as many as ninety employees.

INVENTORY & SALES CLERK

Flooring Solutions

2004 - 2008

- Inventory management including alerting purchasing officer of low stock levels.
- Sales to walk-in customers.
- Data entry for accounting purposes.