

Surafiel Yohannes

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Summary

Motivated Store Manager practiced in customer relations, sales and inventory control. Demonstrated skill at improving store operations, increasing top line sales and reducing costs. Successful at sales growth, customer growth, budgets and goals.

Skills

- Inventory Management
- Policies and Procedures
- Multitasking and Organization
- Sales Strategies
- Team Building and Leadership
- Customer Service

Experience

Salesman - SYM Spare parts | Nairobi, Kenya **10/2019 - 07/2024**

- Advised customers on product features, benefits, warranties and returns policies.
- Greeted customers upon arrival and provided assistance with selecting products.
- Monitored inventory levels to ensure product availability for customers.
- Demonstrated knowledge of store products, services, pricing plans, promotions, payment options, return policies.
- Informed customers of upcoming events or special offers via email or social media platforms.
- Maintained cleanliness and organization of the store, including stocking shelves and organizing displays.

Receptionist - Khartoum Hotel | Asmara, Eritrea **09/2018 - 03/2019**

- Provided excellent customer service at all times while interacting with both internal and external customers.
- Maintained a neat reception area by organizing materials and tidying up furniture.
- Processed customer payments using cash registers or point-of-sale terminals according to company policies and procedures.
- Verified visitors' identification cards before allowing access to the building.
- Ensured that all necessary forms were completed accurately prior to submitting them for processing.
- Updated and recorded customer or client information to maintain accounts.