



RN

RICHARD OMANG NTUI-JNR

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PROFILE

I am an ambitious and customer focused retail professional with two years working experience in enhancing store turnover and productivity. I am also a dedicated and result driven in my role working customer care. Adept in ensuring customer satisfaction.

SKILLS

- Problem Solving
- Time Management Skill
- Familiarity with customer relationship management (CRM) system
- Proficient in MS Office packages; Excel, word, Spreadsheets.
- Collaborative Efforts
- Multi-tasking
- Organizational standards
- Communications skill
- Active listening

EXPERIENCE

SALES ASSISTANT • FRANKLINS FASHION LIMITED • 2022-2023

- Helping customers by understanding their needs answering questions about products and services.
- Actively engaging customers to promote sales by demonstrating products.
- Monitoring and restocking inventory to ensure products are adequately stocked on shelves.
- Providing regular reports on sales activities, trends and customer feedback.
- Processing sales transactions accurately using point of sale system.
- Assisting with general store maintenance like cleaning.

RETAIL ASSISTANT • LOADED GLOBAL LTD • 2021-2022.

- Helping customers find products and assisting with complaints.
- Delivering a fast, friendly, efficient experiences at till points.
- Setting up and maintaining a presentable shop floor and fitting rooms.
- Keeping the store well stocked and making sure products are kept in the proper sections and arranged properly.
- Handling transactions and making sure payments are carried out successfully.
- Keeping track of inventory levels and making sure the shelves are adequately stacked.
- Collaborating and communicating effectively with colleagues and supervisors to sure smooth operations and providing excellent services to customers.
- Always identifying opportunities of improvement.

**CUSTOMER SERVICE REPRESENTATIVE(RECEPTIONIST)-NOBLE
PLACE HOTEL -2020-2021**

- Welcoming visitors and directing them to the appropriate places and departments,
- Handling incoming calls, taking messages, transferring calls to appropriate individuals, and providing general information to callers.
- Maintaining a clean and organized reception area.
- Managing schedules and appointments clients, visitors or staff members.
- Responding to inquiries from clients, visitors, and staff, providing information about the service and policies.
- Helping clients with luggage when checking in if necessary.

EDUCATION

**MSC DIGITAL MARKETING • 2023-PRESENT • MANCHESTER
METROPOLITAN UNIVERSITY, MANCHESTER.**

**BSC ACCOUNTING • 2016-2021 • COVENANT UNIVERSITY, OGUN STATE,
NIGERIA**