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#### **Personal Information**

|                   |                   |
|-------------------|-------------------|
| Nationality:      | Zimbabwean        |
| Date of Birth:    | 14 -12 -1992      |
| Languages Spoken: | English and Shona |
| ID Number:        | 17-1689Y42        |
| Passport Number:  | DN915908          |
| Visa Status:      | Cancelled Visa    |

**Professional Summary:** 4 years' experience in sales and customer service. A highly committed expert who can provide a professional and efficient first point of contact with customers. Have a solid grounding in all sales processes, deep knowledge of customer service best practices, computer skills, basic bookkeeping and can be relied upon to optimize sales opportunities.

#### **Personal Skills**

- Outgoing and detail oriented.
- Friendly, calm and professional

- Excellent Sales and customer service skills.
- Demonstrated experience in conflict prevention and problem solving.
- Excellent oral and written communication skills.
- Outstanding Organizational and leadership skills.
- Ability to work effectively as a team member and independently.
- Thorough familiarity with Excel, power point and Microsoft word.

### **Work Experience 1: View Emirates Sports Club**

**January 2019 to 30/01/2020**

#### **Sales Associate**

##### **Responsibilities**

- Awareness of customer activity and respond with a sense of urgency, prioritizing assisting customers over other tasks.
- Greet and acknowledges customers while providing the appropriate level of service.
- Effectively communicates value and quality of our merchandise while sharing our current promotions and offer solutions for "out of stock" items when necessary.
- Exercise sound judgment in effectively addressing customer concerns.
- Demonstrates the appropriate level of selling skills to positively impact conversion.
- Maintains appropriate stock levels and ensure that all sizes and styles are represented.
- Follows company standards of merchandise presentation, signage, and display.
- Perform daily housekeeping duties to company standard.
- Guarantee company assets by ensuring adherence to all Loss Prevention procedures.
- Inform Store Leadership Team of maintenance and facility needs promptly to ensure that customers and associates are provided a clean and safe environment.
- Contributes focused, well-managed efforts towards achievement of store goals.
- Exhibits flexibility by processing stock when necessary.

### **Work Experience 2: Exclusive Ceramics and Bathrooms, South Africa**

**May 2016 to October 2018**

#### **Showroom Sales Consultant**

##### **Responsibilities**

- Assisted walk in Customers by highlighting the products available as well explaining to them the concepts about the company brand, features and its advantages compared to other competitors.

- Scheduled appointments with contractors, project managers, architects, and other customers to explain how the brand can benefit their projects
- Decorated the products in a more captive way in order to give walk in customers a visual of how the brand stands out.
- Followed up on sales calls and showroom visits to generate business
- Conducted cold callings to generate new leads.
- Exceeded personal goals by visiting customers to deliver sample products and brochures of new and promotional products.
- Created a database of all customers and maintained relationships with them by regularly checking if they are in need of anything from the company.
- Developed a new system of online advertising which resulted in a 30% improvement in sales performance.
- Informed clients of our monthly sales and promotions through our social media pages and messages.
- Adhered to company policies.
- Contacted clients to obtain missing information and answer queries.
- Liaise with logistics to ensure timely deliveries.
- Maintained highest standards of the brand by cleaning the showroom.
- Conveyed key feedback from customers internally.
- Created monthly sales pipeline

### **Work Experience 3: Padsor Scaffolding and Construction, Zimbabwe**

**January 2015 - January 2016**

#### **Customer Service and Sales.**

- Managed large numbers of calls.
- Assisted walk in customers by identifying and assessing their needs to ensure satisfaction.
- Processed orders and chased outstanding accounts
- Increased Customer base by 35% during the year 2017 due to delivery of quick service.
- Maintained financial accounts by processing customer adjustments
- Generated sales leads through cold calling and online advertising.
- Resolved customer complains via phone, email and Social media and broadcast messages.
- Informed customers of deals and promotions using social media and online advertising platforms.
- Answered questions about company terms of sale.

**Academic Qualifications**

Bindura University of Science Education: Bachelor of Science Honors Degree in Social Science (Second Class Degree) 2012-2016

Nagle House High School: Advanced Level 2010-2011

3 'A' levels Passes in Humanities Early Bird High School:

Ordinary Level 2006-2009

6 'O' levels including English, Mathematics and Science.