

CURRICULUM VITAE



TINKASIMIRE ROBERT

Nationality: Ugandan

VISA Status: CANCELLED

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Professional Summary: Knowledgeable and dedicated customer service professional with extensive experience in FMCG industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Work History:

Customer Service Representative, Carrefour August 2020-2022

- Responded to customer requests for products, services and company information.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Processed customer orders, forms, applications, and requests and giving timely feedback in cases of enquiries
- Maintained a positive, empathetic, and professional attitude towards customers at all times
- Properly kept records concerning customer interactions, transactions, comments, and complaints.

Merchandiser, Carrefour, Abu Dhabi. 2018-2020

- Always ensured stock levels are sufficient enough to satisfy sales demands and maintain visual displays on sales floor.
- Reported and analyzed inventory data to help management strategically improve pricing and marketing strategies
- Checked product levels and recommended new purchases.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Liaised with the visual manager and assistant visual manager on seasonal updates especially regarding new promotions, discounted products
- Managed time effectively to complete all store visits assigned and achieve an acceptable effectiveness rate on assigned work.

Sales Associate, MH Alshaya, Abu Dhabi. August 2014-2018

- Greeted customers, offered assistance in finding requested items and carried merchandise to checkout line.
- Educated clients on current promotional offerings and products using persuasive selling tactics.
- Accurately processed POS transactions, returning coin, currency, payment cards and receipts to customers.
- Enhanced product presentation and promotional material displays, working alongside retail associates.
- Helped customers locate products and checked store system for merchandise at other sites.
- Engaged with customers to build rapport and loyalty.

Education Background:

Diploma in Business Administration-Makerere University Business School

Certificate in Business Administration-Makerere University Business School

Uganda Advanced Certificate of Education-Mbarara High School.

ADNOC Work Management System Certificate-Talent Training Institute.

Skills:

- Customer Service Skills.
- Creative Problem Solving
- Conflict Resolution
- Great verbal and written communication.
- Ability to stand for long hours.
- Microsoft Office applications skills.

Hobbies: *Reading * Blog Writing *Playing volleyball

Declaration I hereby declare that the above furnished information is authentic to the best of my knowledge.

Date: 20/08/2022