

VALENTINE NASIKE MAYEKU

Contact: +971 55 2241869

Date of birth: 02nd June 1996

Nationality: Kenyan

Language: English, Swahili & basic Arabic

Visa Status: Husband Visa (valid until 18th May 2023)

Email: valentineasike1@gmail.com

Valid UAE driving license

**CUSTOMER SERVICE/ SALES ASSOCIATE****RECOGNIZED FOR HIGH PROFESSIONAL MERIT & EXCELLENCE IN THE ENTIRE CAREER**

A competent, enthusiastic and aspiring professional with impressive experience within all facets of customer service consultation management skill and customer service management. A customer focused Individual who takes great pride in exceeding expectations and dealing with customer issues swiftly and effectively reliable as a fully contributing responsible and accountable team member having highly creative, logical and analytical approach with strong work ethics. Outstanding communication skill coupled with exceptional presentation skills with the ability to perform above expectation. Competent to work in highly diverse environment with people from varied background.

CORE COMPETENCIES INCLUDE

- Service Level Adherence.
- Client Relationship Management. ➤ Product Merchandising.
- Sales and Business Development.

EXPERIENCE SUMMARY

❖ **CUSTOMER SERVICE / CASHIER, LIFESTYLE SHOP, AJMAN CITY CENTER 2020**
JUNE TILL DATE

- Providing proactive customer outreach.
- Identify and access customer need to achieve satisfaction.
- Processing order and transactions.
- Provide customer with product information and resolving product and service problem.
- Receive payment and issuing receipts.
- Keeping track of all cash and credit transactions.

- Gift wrapping process.
- Giving call to customer whenever there store discount and promotions.
- Received incoming and outgoing call from the customer.

❖ SALES ASSOCIATE, H AND M, DEIRA CITY CENTER 2016 APRIL TO 2019 MAY

- Provide impeccable customer service on the sales floor exhibiting detailed knowledge of suiting and tailoring for clients.
- Handle the incoming call from customer and make sure I give contentious answers.
- Make the outgoing calls informing the customers about special promotion going on in the store.
- Undertake responsibilities for dealing with a customer who want specific finishing on their suites that is hemming, trousers taken on waists and thighs and pleating.
- Utilize board scope of knowledge about garment fitting, fabrics and styling to give customer the customer the best fit and suites for specific occasions with excellent service and by paying attention to meet their need as closely as closely as possible.
- Catalyze sales by advising clients on adding the right accessories and matching shirts to help make any outfit noticeable.
- Establish and maintain strong client's relation as well as build individual sales.
- Style outfits by inquiring customer lifestyle, personal interests, occupation and intention of potential purchase (e.g., for a specific occasion or purpose; a gift for someone) to maximize utility.

❖ CUSTOMER SERVICE ASSOCIATE, MR.PRICE GOURMENT, KENYA 2014-2015

- Achieved efficiencies in giving a warm welcome to all customer while being friendly and outgoing (customer service standard) with enthusiasm consistency.
- Judiciously used product knowledge of the luxury retail to generate sales and increase customer loyalty to the brand.
- Attained strong track record of reflecting the values of the brand in personal presentation and demonstrating passion for the brand.
- Strategically fueled sales by keeping track of the local market and thus developing client opportunities.
- Meticulously reported any misuse or theft of stock to a member of the management.
- Collaborated closely with merchandisers for product merchandising.
- Kept familiarity with top international brands including Louis **Vuitton, Gucci, Versace, Herms, Prada, Burberry, Chanel, Fend and Adidas.**
- Dealt with all aspects of inventory preparation.
- Contributed solid communication skills towards efficiently sharing information with the supervisors and manager.
- Enhanced customer relationships by developing rapport with clients for maximum client retention and achievement of revenues.

- Precisely identified current and future customer requirements by establishing rapport with potential and actual customer and other persons in a position to understand service requirements

❖ **SALON SUPERVISOR, RIZFAR HAIRDRESSING COLLAGE SALON, KENYA 2013**

- Receiving Phone calls and mails.
- Handled customer, staff and students complaints and solved them professionally.
- Made sure all the procedures of the salon are followed accordingly.
- Meeting and ushering incoming and outgoing guests.
- Arrange and booking appointments.
- Monitored collage and salon supplies and processed purchases
- Updating customer staff and student records and filed the entire document.

EDUCATION & PROFESSIONAL DEVELOPMENT

- **Saint Angela's Secondary School, 2011**
- **Institute of Commercial Management, 2012-2013**
 - Diploma in Sales and Marketing
- **Certificates in Computer Packages, 2014 ➤ Rizfar Collage 2014 (Part time)**
 - Diploma in cosmetology and Hair Dressing
- **Customer Service, Mr. Pice Gourment, 2015**
- **Fashion Consultant, Tusky's supermarket, 2016**

IT SKILLS

- Windows family , MS Office, Basic Cashing, Communication Skill, Communication Strategy, Front Office, Sales and Marketing.

DECLARATION

I hereby declare that the information mentioned above is true to the best of my knowledge.

