



Chidera Amarai-hu

Retail Sales Associate

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Languages

English (Native)

About

Sales professional with 4+ years in retail, excelling in customer service and exceeding sales targets. Skilled in product knowledge, team collaboration, and personalised shopping experiences. Adaptable and dedicated to enhancing customer satisfaction in dynamic retail environments.

BRANDS WORKED WITH

ShopRite

Right Choice Electronics Showroom

Royal super market.

Experience



● Sales Associate

ShopRite | Jun 2022 - Dec 2023

- Greeted and assisted customers, providing a friendly and efficient shopping experience.
- Maintained product displays and ensured stock levels are adequate and well-organized.
- Handled customer inquiries and resolved issues promptly, ensuring customer satisfaction.
- Assisted with stock replenishment and inventory management.
- Collaborated with team members to achieve sales targets and store goals.
- Consistently achieved and exceeded monthly sales targets through effective upselling and cross-selling techniques.
- Provided personalized shopping experiences by understanding customer needs and offering suitable product recommendations.
- Managed stock levels, ensuring shelves were well-stocked and displays were visually appealing.
- Processed transactions efficiently using POS systems, handling cash, credit, and refund transactions.
- Trained new staff members on store policies, product knowledge, and sales techniques.

● Retail Assistant

Right Choice Electronics Showroom | Mar 2020 - May 2021

- Delivered exceptional customer service by assisting customers with product inquiries and providing demonstrations.
- Maintained a thorough understanding of the store's product range and features to inform and assist customers effectively.
- Collaborated with team members to achieve store goals and maintain a positive working environment.
- Conducted regular inventory checks and assisted with stock replenishment to ensure product availability.
- Assisted in organizing promotional events and in-store displays to enhance customer engagement.

● Customer Service Representative

Royal super market. | Jan 2018 - Feb 2020

- Handled customer complaints and inquiries, ensuring swift and satisfactory resolutions.
- Supported the sales team by providing product information and assistance during peak hours.
- Maintained store cleanliness and organized merchandise displays to create a welcoming shopping environment.
- Assisted in training new employees on customer service protocols and stored procedures.
- Participated in community events and promotions, contributing to the store's local presence and customer loyalty.
- Provided exceptional service by answering customer questions and processing transactions.
- Assisted with the training of new employees to ensure consistent service standards.

- Participated in seasonal promotions and community events, enhancing the store's local presence.
- Maintained a clean and safe work environment, adhering to company policies.
- Acted as the first point of contact, providing assistance and positive solutions through face-to-face interactions, telephone, and digital means.
- Achieved and maintained high customer service standards, contributing to the success of the Customer Service Transformation Plan.
- Welcomed and greeted users, actively promoting services and stock to create a positive and welcoming atmosphere.
- Responded to customer inquiries in a polite, courteous, efficient, and effective manner, offering valuable advice on other Council services when required.
- Collaborated with the fraud prevention team to identify and mitigate potential security risks, ensuring the safety of customer accounts.
- Provided service excellence to customers and collaborated with colleagues to ensure a seamless customer journey.
- Managed customer queries via phone, online chat, and email, ensuring a smooth banking process.
- Proactively reached out to customers for booking amendments and effectively resolved issues.
- Monitored and replied to chats, emails, and cases through the contact management system.
- Liaised with colleagues to manage customer needs, addressing any issues and providing necessary support.

Education & Training

- **Anglia Ruskin University**

Msc,

2023

- **Michael Okpara University**

Electrical and Electronics Engineering,