



# Ismail Ssesanga

Client Sales Associate THAT  
Concept Store( Luxury)

📍 Dubai - United Arab Emirates

[Portfolio file](#)

[View profile on Dweet](#)

## Languages

English (Native)

## About

I am a Sales and Account Executive experienced in business development and customer service gained from over 7years within a sales driven hospitality environment.

The key to my success is the strong leadership qualities in delivering strategic and innovative solutions aligned with the client requirements, along with excellent interpersonal strengths.

Being a strategic thinker, I thrive on being an integral part of strategic planning and execution to achieve targets, drive new businesses and growth, and ensure continued success.

I am recognized for successfully achieving assigned sales targets on a team and individual level, utilizing a results-oriented approach. I possess strong work ethics, holding a solid record of team leadership, sales and marketing expertise and relationship management.

### BRANDS WORKED WITH

Lefties

Majid Al Futtaim

Uganda Management Institute

## Experience



### ● Commission Sales Associate

Lefties | Sep 2021 -



### ● Sales Associate That Concept Store

Majid Al Futtaim | Mar 2022 -

- Provide the highest level of client service in order to meet and exceed sales objectives and achieve company/individual KPI goals.
- Maintain a positive and professional work environment with colleagues to ensure a consistent exceptional experience.
- Capture meaningful client's data according to the company tools (CRM) in order to build and personalize the relationship and maintain it through consistent follow-up with phone calls, thank you notes and scheduling OTO appointments.
- Advise clients by providing excellent knowledge about history and heritage as well as its quality, value and style.
- Communicating features and benefits of products including fit, fabric and care instructions in accordance with THAT opening events.
- Ensure highest level of after sales service by managing complaints and proactively follow up on the repair process from registration to collection.
- Assist clients with their returns and queries, ensuring that brands image are enhanced and client expectations are met.
- Ensure that all merchandise in the boutique is displayed within THAT's visual standards and guidelines.
- Manage store operations: processing shipments/transfers, merchandising goods on sales floor, maintaining perfect visual standards, aware of inventory/ shortage concerns, communicate replenishment needs.
- Implement policies and procedures established by the THAT.



### ● ICT TECHNICIAN

Uganda Management Institute | Apr 2016 -

## Education & Training

---

2014 - 2017 ● **Islamic University in Uganda**

Bachelor's degree,

2014 - 2017 ● **Islamic University in Uganda**

BACHELORS OF INFORMATION AND COMMUNICATION TECH,

2013 - 2017 ● **Islamic University in Uganda**

Bachelor of Applied Science - BASc,

● **Kibuli Secondary School**

High School Diploma,