

# KALUNGI NAJIB

## SALES REPRESENTATIVE

### PROFESSIONAL SUMMARY

Enthusiastic and customer-focused sales professional with proven experience in financial transactions and customer service. Skilled in sales techniques, product knowledge, inventory management and building lasting customer relationships. Adept at working under pressure, exceeding sales targets and ensuring accurate financial operations. Committed to delivering exceptional customer experience in both sales and banking environments.

### CAREER EXPERIENCE

#### SALES REPRESENTATIVE

##### **ROYAL HORIZON FAZAA STORES ONE PERSON LLC 2025- Present**

- Assisting customers in product selection, clearly explaining features and pricing while providing tailored recommendations to drive sales.
- Processing payments accurately and efficiently using the POS system.
- Supporting team operations by managing inventory, organizing showroom shelves, maintaining attractive displays, and restocking products.
- Handling customer inquiries and resolved complaints in a professional manner, ensuring follow-up for customer satisfaction

##### **OFFICE ASSISTANT | PART TIME 2025- Present**

- Filing of records in either digital format using Microsoft Office or physically.
- Support data entry.
- Greet and assisting visitors in professional way

#### MOBILE MONEY AGENT | TELLER

##### **AIRTEL SERVICE CENTER KAMPALA UGANDA 2022-2024**

- Verified customer identification and account details to ensure security and compliance with bank policies.
- Processed cash transactions including deposits, withdrawals, loan payments, and cheque cashing with accuracy.
- Processed money transfers, bill payments and foreign currency exchanges efficiently.
- Detected and prevented fraudulent transactions by adhering to strict security protocols.

### REFERENCES

#### **ROYAL HORIZON FAZAA STORES UAE**

MR. DAVERAGHE | BRANCH SUPERVISOR

**Phone: +971564556003**

#### **AL FARDAN EXCHANGE UAE**

MR. NKUTU FAHAD | TELLER

**Phone: +971 56 342 7040**

+971555968738

@ najibkalungi0@gmail.com

DUBAI UAE

### EDUCATION

#### **MAKERERE UNIVERSITY 2022-2024**

• **Diploma in Business Administration**

### CERTIFICATION

- Computer Applications
- customer service
- Financial literacy

### SKILLS

- Accuracy and a tension to detail
- Customer Service excellence
- Basic computer skills: Microsoft office
- Cash handling and reconciliation
- Strong communication
- Ability to work under pressure
- Inventory management
- Sales and upselling techniques
- Problem Solving and conflict resolution
- Time management
- Team collaboration

### LANGUAGE

- English (Fluent)
- Kiswahili (Fluent)
- Luganda (Native)
- Arabic (Basic)