

MERCY WANJIRU

079, Nairobi, Kenya | +254758260814 | mercynjuguna391@gmail.com

SUMMARY

Experienced Beauty Sales Consultant with a proven track record in generating substantial revenue and cultivating strong customer relationships. Demonstrates expertise in product knowledge conveyance and client relationship building, with a deep understanding of beauty trends and skincare advice. Previous roles include Hair Salon Assistant, where professional blow-dry services and customer care were prioritized, and Sales Attendant, specializing in female fashion sales. Known for a goal-oriented mindset and time management efficiency, aiming to leverage skills in a dynamic retail environment.

EXPERIENCE

Beauty Sales Consultant [01/2024 to Current]

Phoenix Collection and cosmetics

- Generated substantial revenue through sale of beauty and cosmetic items.
- Cultivated strong relationships with customers, encouraging repeat business and positive word-of-mouth.
- Maintained a thorough understanding of all product lines, including ingredients and benefits.
- Developed and maintained an extensive knowledge of beauty trends, applying this insight to sales strategies.
- Advised customers on skincare and makeup products best suited for them.

Hair Salon Assistant [02/2022 to 12/2023]

Ladies' choice Beauty salon

- Performed professional blow-dry services, plaiting hair and creating braids.
- Built positive customer relationships, providing friendly service and care throughout appointments.
- Washed, conditioned, and towel-dried clients' hair, preparing them for styling services.
- Greeted clients warmly upon arrival, offering beverages and magazines for a comfortable wait.

Sales Attendant [02/2019 to 01/2022]

Jasper wears Collection

- Specialized in the sale of female fashion items within a retail setting.
- Greeted customers upon entry, offering assistance and guidance on product selection for enhanced shopping experience.
- Collaborated with team members to achieve sales targets, contributing to overall store success.
- Monitored fitting rooms, ensuring items were returned to the shop floor promptly and in good condition.
- Responded to customer inquiries with comprehensive product knowledge, facilitating informed purchasing decisions.

SKILLS

- Goal-Oriented mindset
- Time management efficiency
- Product knowledge
- Client relationship building

EDUCATION

- Gachoire Girls High School-Kiambu
Kenya Certificate of Secondary Education [K.C.S.E]
- Musa Gitau Primary School
Kenya Certificate of Primary Education [K.C.P.E]

LANGUAGES

Proficient in English and Kiswahili.

HOBBIES AND INTERESTS

- Exploring distant lands.
- Getting lost in good books.
- Charity work.