

JOSEPH MAYAYA

📍 Lusaka , Zambia

☎ +260 971 860 211

✉ josephkafuwamayaya@gmail.com

PROFESSIONAL SUMMARY

Customer-oriented Store Manager offering over 3 years of experience in retail operations, sales and service team leadership and profitability strategies. Organised and adept at prioritising daily tasks and following through to achieve performance and productivity goals.

WORK HISTORY

Store Manager, 02/2021 - Current

Bookworld Zambia Limited

- Answered questions about store policies and addressed customer concerns.
- Entered customer interaction details in sales system to track requests, document problems and record solutions offered.
- Provided primary customer support to internal and external customers.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Resolved concerns with products or services to help with retention and drive sales.
- Performed various clerical duties by filing and faxing documents and creating customer databases.
- Developed and maintained courteous and effective working relationships.
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation.
- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.

Assistant Store Manager, 01/2020 - 01/2021

Bookworld Zambia Limited

- Assessed supplier quality to maintain tight cost controls and maximize business operational performance.
 - Managed inventory control, cash control and store opening and closing procedures.
 - Reconciled daily sales transactions to balance and log day-to-day revenue.
 - Submitted the Daily sales report to the Finance and admin Manager
 - Analyzed and interpreted store trends to facilitate planning.
 - Protected store from loss or theft by setting and enforcing clear security policies.
 - Kept inventories accurate with daily cycle counts and regular audits to identify and resolve variances.
 - Supervised and evaluated staff, enabling them to improve skills, achieves daily objectives and attain advancement.
-

Senior Sales Assistant, 07/2018 - 12/2019

Bookworld Zambia Limited

- Fostered positive relationships with customers, expanding customer bases and enhancing loyalty and retention.
- Managed efficient till operations, promptly and precisely scanning items, processing payments and issuing receipts.
- Recommended to the Store Manager what needs to be ordered that is by being pro-active.
- Submitted the Daily sales report to the Finance and admin Manager.
- Prepared and reconciled invoices for corporate customers.
- Ensured that the store cleanliness at all times.

SKILLS

- | | |
|-------------------------------|-------------------------|
| • Loss prevention | • Customer service |
| • Customer satisfaction | • Inventory forecasting |
| • Team-oriented | • Store management |
| • Inventory control | • Staff scheduling |
| • Retail inventory management | • Team leadership |
| • Merchandise planning | • Dispute resolution |

EDUCATION

The University of Zambia, 2017
Bachelor of Arts Degree in Economics (with Business Administration),

Munali Boys Secondary
School Certificate (GCE Level)

REFERENCES

Mr. Dika Glad Phiri
Area Manager Book world Limited Lusaka
Email: areamanager@bookworldzambia.com
Contact Number: +260 977 785 905

Miss Kuchile Musisya
Head of Activation
The Booth Marketing Firm
Lusaka
Email: kuchimusisya@gmail.com
Contact Number: +260 979 242 003

Mr. Abson Chompolola Lecturer
UNZA- Department of Economics Lusaka
Email: absonchompolola@yahoo.co.uk
Contact Number: +260 977 430 87