

FRANCIS MUGOVE CHIRIMA

PROFESSIONAL SUMMARY

Enthusiastic Training Facilitator dedicated to helping employees become more productive and successful. Focused on maximizing quality and service standards with hands-on support. Looking to bring 3 years of experience to a challenging new role.

SKILLS

- Planning and Training Activities
- Organization and management
- Training material and documentation
- Trainer Coaching
- Maintaining Clean Work Areas
- Local Governance
- Personal Development and training

WORK HISTORY

MERCHANDISING EXECUTIVE ASSOCIATE (MEA) 06/24
Home Depot, Kamloops

- Executing marketing initiatives
- Service other departments instore
- Checking in merchandise and maintaining the sales floor
- Customer Service
- Check that items are in stock, out-of-stock items are replenished, and the store is clean

PRACTICUMM: Research and Advocacy 06/24 - 09/24
A Way Home Kamloops

- Conducted/Assisted in research survey and interviews on needs assessment
- Compiling data for research
- Minute taking in interviews
- Created reports or presentations summarizing findings for [management, stakeholders].

SALES FLOOR ASSOCIATE 11/2023 - 09/2024
TOYSRUS, Kamloops

- Greet customers and provide excellent customer service
- Process customer transactions accurately and efficiently
- Handle cash, credit, and debit card payments
- Maintain a clean and organized checkout area
- Assist customers with product inquiries and provide recommendations
- Resolve customer complaints or issues in a professional manner
- Collaborate with team members to ensure smooth operations

TRAINING FACILITATOR 01/2020 to 04/2023
Zambesi Holidays, Marondera, Zimbabwe

- Team building and development exercises
- Identify and respond to camper behavioral issues and report to authority
- Organize and lead small and large groups; Hiking, abseiling
- Training and mentoring school kids

ADMINISTRATIVE SUPPORT OFFICER 03/2017 to 09/2017
Ministry Local Government, Zimbabwe

- Planned and coordinated logistics and materials for board meetings, committee meetings
- and staff events.
- Ordered and distributed office supplies while adhering to fixed office budget.
- Monthly Report writing
- Answered and managed incoming and outgoing calls while recording accurate messages
- for distribution to office staff.
- facilitate in selection of traditional chiefs

EDUCATION

Thompson River University, Kamloops, BC Canada
Master of Arts, Human Rights and Social Justice, Expected in 12/2024

Pan African University, Yaounde, Cameroon
Master of Arts, Governance and Regional Intergration, 03/2018

Women's University in Africa, Harare., Zimbabwe
Bachelor of Science, Psychology, 10/2013

Macmaine School of Computing, Harare
Diploma Human Resources Management, 07/2009

CERTIFICATIONS Civic Leadership, Young African Leaders Initiative. (YALI)