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| **Sarah** **Sharjah, UAE** **Email:** sarah.258281@2freemail.com  |  |

# OBJECTIVE

My objective is to use my technical as well as non-technical knowledge in the work given or assigned to me. I would put all my efforts in getting the best results and aim to work hard to render excellent service.

# PROFESSIONAL SKILLS AND QUALIFICATIONS

* French and English speaking with excellent communication and interpersonal skill;
* More than a year of experience working in diverse retail sales and customer service environments;
* Proficient in computer technologies including MS Office, Word, PowerPoint, Excel...;
* Pressure environment;
* Skilled in areas of order processing, inventory control and cashier management;
* Advanced upon proven potential, enthusiasm and work ethics.

# PROFESSIONAL EXPERIENCE

Dec’14 – Feb’15,  **Internship in Sales Department (Etisalat Cote d’Ivoire)**

* Maintaining sales agent activities planning;
* Reporting about sales agent activities;
* Physical inventories;
* Reporting online sales performance;
* Monitoring stock to trigger provisions if required;
* Producing regular reports and statistics on a daily, weekly and monthly basis.

Jun’13 – Sept’13, **Marketing and Sales Coordination Agent (Mahugbe LLC– BENIN )**

* Proposing plans to enter new market for party chairs, tables renting;
* Maintaining customers’ orders;
* Ensuring customers are served as agreed through service agreement;
* Inviting and collecting customers’ needs for further business opportunities;
* Initiating customers’ acquisition actions for typing, photocopy, printing services, etc…

Jun’12 – Sept’12, **Sales Agent (First Price Supermarket LLC - BENIN)**

* Assisting customers in the selection and purchase of items;
* Checking the inventory listing with actual stock on the shop shelves and reporting discrepancies to managers;
* Keeping merchandise orderly and neat in appearance and replenishing stocks in the sales areas;
* Reporting and handling customer complaints in a professional and diplomatic way;
* Highlighting special promotions to customers and giving expert advice to customers regarding products;
* Cleaning the shop, keeping the shop floor tidy at all times;
* Recommends / suggests ideas for further improvement of the store;
* Maintain good relationship with the customers and colleagues…

2009 – 2012, **Retail Sales as freelancer (Benin)**

* Door-to-door distribution of loin cloth, earrings, rings, chains, telephone vouchers, ladies bags, yogurt;
* Door-to-door money collection;
* Classroom sales;

# EDUCATIONAL BACKGROUND

2012 – 2013, **University One-year Degree** in **« Audio-visual activities»**

At the **High Institute for Audio-Visual Courses** (ISMA in French), **Benin**; 2008 – 2012 **A-Level High School Degree** in **Science**

# At Benin Ministry of National Education

**PERSONAL DETAILS**

**Nationality:** Beninese

**Age:** 24 Years Old

**Date of Birth:** 09 March 1992

**Sex:** Female

**Marital Status:** Married

**Height:** 1, 65 m