TEPI

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# CURRICULUM VITAE

**GENDER: Male**

**Date of Birth: 17 October 1990**

**Marital Status: Single**

**I am seeking a position in the capacity of a Salesman**

**Career Objective**

Am a dynamic and interactive young man with a sound educational and professional background seeking for placement in any collaborative and challenging environment where cooperate governance is highly valued, with the objective to improve my career and support the company to achieve its goal.

**Educational or Academic Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Institution** | **Specialty** | **Certificate obtained** |
| 2013-2014 | National Polytechnic Bamenda, in affiliation to the University of Buea | Business Administration and Management | Bachelor of Technology(B-Tech Degree) |
| 2011-2013 | National Polytechnic Bamenda | Management | Higher National Diploma(H.N.D) |
| 2014 | School of Entrepreneurship and Economic Development Studies(SEEDS)  | Entrepreneurship and Business management/ America Peace Corps | America Peace Corps and SEEDS Business Training Certificate. |
| 2008-2010 | L.C.C  |  General  | Advance Level |
| 2003-2008 |  CCAS |  - | Ordinary Level |

Company: Orange Cameroun

Duration: 2013 to 2015.

Position: Administrative Assistant.

**Duties:**

* Meeting and greeting clients and visitors to the office. Typing documents and distributing memos.
* Supervising the work of office juniors and assigning work for them.
* Handling incoming / outgoing calls, correspondence and filing.
* Faxing, printing, photocopying, filing and scanning.
* Organizing business travel, itineraries, and Accommodation for managers.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence and training records of staff.
* Responsible for purchase orders. Raising of purchase orders and invoice tracking.
* Creating and modifying documents using Microsoft Office.
* Setting up and coordinating meetings and conferences.
* Updating, processing and filing of all documents.

KEY SKILLS AND COMPETENCIES.

* Strong organizational and administrative skills.
* Excellent spelling, proofreading and computer skills.
* Ability to maintain confidentiality.
* Excellent working knowledge of all Microsoft Office packages.
* Ability to produce consistently accurate work even whilst under pressure.
* Ability to multi task and manage conflicting demands.
* Ability to type at least 60+ wpm.

**Working Experience (B)**

Company:Le Brasseries du Cameroun-.

Duration: 2012 to 2013

Position: Sales Representative

**Duties:**

* Working as part of the sales team to develop both new and existing markets.
* Involved in developing sales & pricing strategies.
* Liaising with customers & the dealer network to answer and resolve their queries.
* Identifying and then researching potential leads and opportunities.
* Constantly developing existing sales processes which will generate sustainable growth.
* Responsible for developing own portfolio of customers.
* Collecting all the information required to create a request for an estimate.
* Writing accurate & informative sales reports and documentation.
* Contacting prospective clients by phone and email. Identifying the customer's needs.
* Dealing with a diverse range of clients in the private and the public sector.
* Evaluating competitor activity and developing appropriate responses.
* Attending sales appointments at client’s premises.
* Attending trade shows and exhibitions when required.
* Cold calling potential clients via telephone or personal visit.

Making appointments to meet new and existing clients

**Working Experience (C)**

Company: [Cameroon Development Corporation](https://en.wikipedia.org/wiki/Cameroon_Development_Corporation). (CDC)

Duration: 2011 to 2012.

Position: Customer Service Representative.

**Responsibility:**

* Identify the problems of the customers quickly and precisely.
* Responding promptly, answer and resolve customer inquiries and complaints.
* Investigate and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and process applications, orders and requests.
* Work with administration: forwarding requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Keep records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supply customers with written responses and information and follow up on customer communications.
* Handle queries and complaints of customers in a kind, professional and tactful manner.
* Check lines and categorize the issues and problems of the clients.
* Provide explanations to clients regarding the nature and source of the issues.
* Retrieve queries from customers by e-mail, telephone; exercise on them and then send the answers to clients.
* Coordinate and supervise the task of complementary help desk resource.
* Determine issues in complaints managing nature and suggest resolutions for clients.

**Working Experience (D)**

Company: Yaoundé Nsimalen International Airport –

Duration: 2009 to 2011.

Position: **Cargo Agent**

Duties:

* Cargo Sales from walk-in to agencies.
* Ensure customers/clients satisfaction by providing high quality services.
* Provide customer services from shipment tracking and inquiry.
* Knowledge from Cargo Spot System of Yaoundé Nsimalen International Airport from booking, load plan, abhor request and general sales.
* Ensure proper loading, offloading and transportation of cargo from warehouse to airport.
* Ensure proper documents were attached for custom clearance of Personal Effects to Commercial shipment.
* Ensure the safety and security of the shipments arrival in its correct destination.
* Filing and updating office documents.
* Briefing the personnel in operation to avoid conflicts.

**Organizational / Personal Skills**

* Good communication skills
* Excellent reporting, analytical and advocacy skills.
* The ability to persuade a client to purchase a certain item.
* The ability to deliver training presentations to external audiences
* The ability to produce a variety of analytical written reports in a clear, concise style.
* The ability to build/maintain effective partnership.
* Ability to transfer knowledge and skills.
* Practically oriented
* Ability to learn and adapt fast
* Can work with people of multicultural background
* Can work under stress or pressure
* A good public speaker
* Obedient; Humble; Polite; Honest; Smart; Convincing and Good sense of humor

**Language Proficiency**

* English: Writes and speaks fluently.
* French: Speaksfluently and understand.