

 **NAME:** LUM

**DATE AND PLACE OF BIRTH:** 02/01/1988 at Douala

**Nationality:** Cameroonian

**Language:** English/French/Basic Arabic

**LUM.298806@2freemail.com**

 **SUMMARY:**

Motivated **sales associate** with 5 years of sales experience. Independent worker with high energy and great communication skills. Reliable and friendly, able to work under pressure and collaborate in a team environment.

**COMPETENCIES:**

* Ability to build relationships effectively with customers across all levels.
* Following up new leads with customers and quickly pointing out the benefits of a product of service.
* Able to work in a door to door and face to face sales capacity
* Impeccable customer service skills.
* Always delivering the best possible solutions for customers.
* Being a role model for brands through being immaculately presented& professional
* An eye for commercial and sales opportunities.
* An unbeatable work ethic and determined attitude towards hitting sales targets.
* Excellent communication skills and highly personable
* Ability to influence key decision makers
* An ambitious and positive team player

**SALES SKILLS ACQUIRED WHILE STUDYING**

* Computer literate and proficiency in the English language.
* Identifying and developing new accounts, whilst maintaining and developing existing accounts.
* Ability to work under pressure and to meet deadlines.
* Excellent negotiating skills.
* Knowledge of all aspects of customer care including; new account application, meeting customer expectations,
* Customer complaints
* A range of advanced selling skills, from prospecting to closing.
* Dealing with all customer queries, efficiently and effectively

**HIGHLIGHTS:**

* Product knowledge ● Motivated seller
* Service-minded ● Persuasive communicator
* Able to stand for long hours ● Accurate and efficient
* Order processing ● MS office proficient
* Effective team player ● Multi-task

**WORK EXPERIENCE:**

* ***SALES REPRESENTATIVE – COCO WANG in CHINA MALL Ajman (May 2014-July 2016)***
* Maintained front-desk areas clean, spacious, and presentable.
* Receive and follow customers’ demands to ensure they are satisfied in a most effective manner.
* Support customers on a wide range of generic services following established policies and procedure to ensure customer needs are met in the most effective manner.
* Tracked major customer complaints and reported key issues to supervising colleagues.
* Interacted with internal teams to ensure consistent and reliable customer service.
* Provide customers with dedicated support according to policies and procedures to ensure compliance to regulations and risks mitigation.
* Identify and highlight potential areas of improvement to support continuous improvement of service and operations.
* ***CUSTOMER SERVICE REPRESETATIVE******– LAHO GASTON (DEC 2011-Feb 2013)***

I worked as part of a large team of sales and customer service executives. We sold a wide range of products to various industries, retailers and consumers.

 ***Duties***:

* Proactively sought out customers to assist across sales floor
* Enthusiastically conversed with customers about purchases needs and available products
* Escorted customers to products answered question about uses, and made sure all question were answered and if additional help was needed
* Contacting lapsed & new customers to introduce and promote products.
* Training new staff on call logging software.
* Re-directing enquiries to the appropriate person.
* Building and developing accounts.
* Contributed to and participated in team meetings and activities.
* Processing order. Maintaining a working understanding of key suppliers, competitive position.
* Logged enquiries and resolutions on a database. Offered customers alternatives and up-selling.

**EDUCATION:**

* First degree in Economics and Management
* Government Certificate Exam (GCE) Advanced Level.
* Ordinary levels Certificate
* First School Leaving Certificate