**Curriculum Vitae**



***STEPHANE***

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**Objective**

Seeking a position to utilize my skills and experience for an organization where performance is rewarded with new responsibilities to power my career ahead and to be a leader in any Industry that offers security and Professional growth, while being resourceful, innovative and flexible.



**Career History**

* **AFRICAN FOOD AND MANAGEMENT . CAMEROON**

|  |  |
| --- | --- |
| **Position: Salesman** | **2015-2016** |
| *Responsibilities:* |  |

* + Be involved in stock control and management.
  + Assisting shoppers to find the goods and products they are looking for.
  + Being responsible for processing cash and card payments.
  + Stocking shelves with merchandise.
  + Answering queries from customers.
  + Dealing with customer refunds.
  + Keeping the store tidy and clean, this includes hovering and mopping.
  + Responsible dealing with customer complaints.
* **CITY SPORT DOUALA. CAMEROON**

|  |  |
| --- | --- |
| **Position: Salesman** | **2014-2015** |
| *Responsibilities:* |  |

* + Working within established guidelines, particularly with brands.
  + Receiving and storing the delivery of large amounts of stock
  + Keeping up to date with special promotions and putting up displays.
  + Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
  + Any other tasks as assigned from time to time by any managers.
  + Maintain an awareness of all promotions and advertisements.
  + Responsible for over-all sales of the products.
* **ACCOUNTING AND BUSINESS ADVANCING. CAMEROON**

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| --- | --- |
| **Position: Customer Service** | **2013-2014** |

* Effectively manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers



**Educational Qualifications**

* **Bachelor Degree From University of De La Cote, Cameroon**

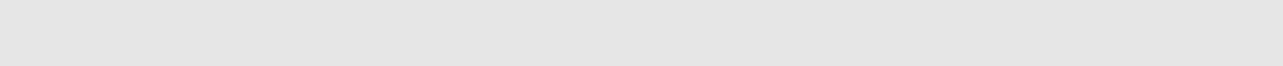
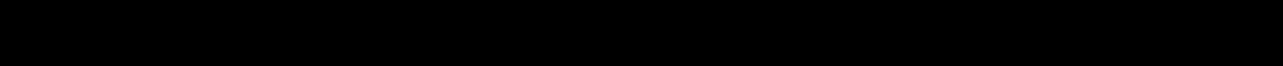


**Additional Skills**

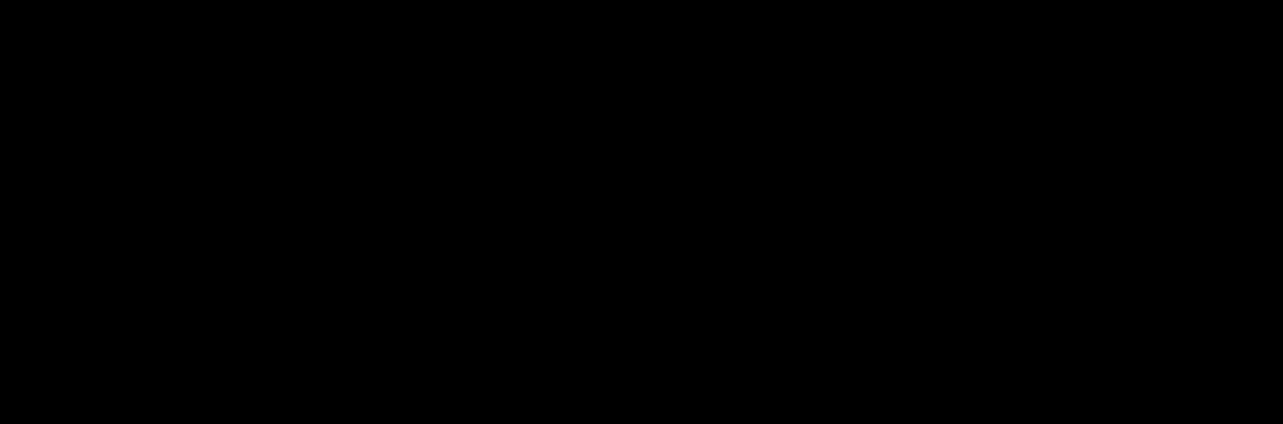
* Excellent in multi-tasking handling and hardworking
* Flexible, open-minded, highly adaptable with interpersonal skills.
* Fast learner, efficient, well organized.
* Ability to work under pressure and can handle many order together.
* Very energetic, result oriented, well organized, efficient and well behaved person.
* Well knowledge of computer.



**Personal Profile**



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| --- | --- | --- |
| Nationality | : | Cameroonian |
| Date of Birth | : | 28th April, 1985 |
| Languages | : | English & French |
| Visa Status | : | Tourist Visa |
| Marital Status | : | Single |
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**References**

Can be furnished on request.

The above mentioned are true to best of my knowledge.

***Stephane***