**Personnel Information**





**Nationality:** Cameroonian

**Marital Status:** MARRIED

**Language**: FRENCH & ENGLISH (fluent)

**Position Appling:**  CUSTOMER SERVICE PROFESSIONAL

**Objective**

To obtain a much more challenging position in customer service that will greatly adhere to my desire to progress further in my career. Also to grow with an organization that has proven to be an asset for its effective functioning and well known for it’s highly exceeding achievements and services to their guest and employees.

**Strengths & Skills**

High-level interpersonal communication (written and verbal) abilities

Customer service orientated with a strong commitment to providing quality service

High level awareness of workplace health and safety regulations

Self-initiated team player with a proven ability to work autonomously

Resourceful and adaptable to changing environments and practices

**Work Experience**



**SALES CONSULTANT JANUARY 2015 – June 2015**

**Curvette Supermarket, Douala, United Republic of Cameroon**

* Provide world class services to customers and answer to different queries
* Sales driven by using appropriate sales techniques.
* Reaching monthly and weekly targets with the team
* Increasing basket in quality and value( KPI)
* Developing cross- selling
* Client Oriented by creating an emotional connection with our customers :
* Bringing to life the Curvette customer experience
* Develop the client book and updating the customer data base
* Maintaining loyalty to both the boutique and the brand
* Reinforcing clientele relationships with consistent follow up.
* Vigilant to respect the floor zoning.
* A responsive co-worker by working hand to hand with the team.
* Conducting weekly cycle counts and general inventories.
* Developing and expertise in one field: product category, visual merchandising or security.
* Brand ambassador by reaching exceptional standards of excellence.
* Maintaining excellent level of product knowledge, understanding, trends, collections and Curvette moment trainings.
* Following the Timberland grooming and attitude guidelines
* Fashion forward by making the difference with a unique know-how.
* Offering an inspiring and creative advice to the customer.
* Following and reading the latest fashion news.
* Do the SOP with the camera and check if the refund and exchange policy is done properly by the cashier
* Use the synthesis to check the sister shops products upon guest request



**Cashier NOVEMBER 28th 2013 to DECEMBER 2015**

**Mahima Supermarket Douala, Republic of Cameroon**

* Portrayed and maintain a 100% customer service standards at all times
* Providing customers a professional, friendly and efficient cashiering service
* Taking payments from customers via cash, cheques and credit cards.
* Entering purchases into a cash register then calculating the total purchase price.
* Responsible for the accurate and timely allocation of cash.
* In charge of daily cashbook management and also bank reconciliations.
* Identifying potential sales leads and referring them to colleagues.
* Helping to resolve customer complaints with a calm approach
* Make calls and answer calls from customers and responds to their queries
* Build long term relationship with customers for new business development opportunities
* Ensures the team is in a good spirit and motivate the staff at all shifts as it starts
* Make orders for new products by mail and phone calls so as to prepare for the next day
* Check stock levels on regular basis so as to ensure maximum stock level at all times
* Explain to customers the features and specifications of the menu products to increase the buying chances of the products
* Using the stock management system to log, check and locate and move stocks in and out
* Ensuring all areas in the shop are clean and ensures that all safety measures are applied
* Managing cash and payment systems in accordance with company policies

**Interests**

* Electronics and new technologies
* Outdoors (Camping, Hiking)
* Traveling (Experiencing different cultures, seeing the world)
* Sports (Water sports, Rugby, soccer )

**Education**



**St Jerome Catholic School ; BSc Supply Chain Management 2015**

**Transportation of Dangerous goods by Air and Sea 2014**

IATA Foundation Diploma

**Bilingual Grammer School Molyko, Cameroon 1993 - 1995**

* G C E Advance Level Certificate (High School Certification)
* G C E Ordinary Level Certificate (Secondary School Certification) GHS Mbengwi, **1992**

Passed with Merit & Endorsement

**Professional Training and Certificate:**

**P**ersonal Safety and social Responsibilities, Survival Techniques, Elementary First Aid, Fire Fighting and Fire Prevention, Oil Spillage and use of equipment, North Sea Lifting, Transportation of Dangerous goods by Air and Sea,Helicopter underwater escape (HUET),Personnel management, bookkeeping

**SUBJECTS:**

English - Read, write and speak, French - Read, write and speak, Mathematics,

Life Orientation, Transport, Biography, Geography, Physics

**References**

References can be supplied on request