MOHAMADOU

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Cameroonian/ Bilingual: English & French

 **RETAIL SALES ASSOCIATE**

**Performance Summary:** Target-oriented retails sales professional with 5+ years’ solid track record of exceeding sales targets. Effectively assesses customers’ needs and provides them with correlating services and advice. A dedicated and well-organized individual who is known for ensuring total customer satisfaction through delivery of exceptional service and follow up.

• Proven record of building productive trust relationships with customers to ensure retained business
• Qualified to process payments by employing expertise in handling cash and modern POS systems

**RETAIL SALES SKILLS**

|  |  |  |
| --- | --- | --- |
| – Visual Merchandising | – Social Media Sales | – Requirements Identification |
| – Merchandise Setup | – Loss Prevention | – Purchase Encouragement |
| – Payment Processing | – Records Maintenance | – Requisitioning |
| – Inventory Management | – Competition Insight | – Follow-up |
| – Cash Handling | – POS System | – After Sales Services |

**KEY ACHIEVEMENTS**
• Suggested selling products through social media channels, increasing sales by 59%
• Introduced the concept of visual merchandising which increased customer base from 5200 to 6800 within 5 months of implementation
• Implemented a sophisticated inventory management system which decreased stock level issues
• Prevented in-store loss by 65% by implementing “vigilance training modules”

**PROFESSIONAL EXPERIENCE**

MAHIMA HYPERMARKET, DOUALA, CAMEROON (11/2012 – 06/2016)
**Retail Sales Associate**

• Greet customers and provide them with information on their desired products
• Lead or direct customers to their required products and assist them in locating them
• Demonstrate product features and provide information regarding features and prices
• Assist customers in making purchasing decisions and lead them through the purchase procedure
• Answer customers’ questions and cross-sell / upsell products
• Aid cashiers in processing payments by scanning products and arranging for bagging

SOREPCO PLC, Douala, Cameroon 06/2010 – 11/2013)
**Retail Sales Associate**

• Organized and processed replacements and returns and serviced complaints and suggestions
• Arranged and displayed items following visual merchandising protocols of the company
• Ascertained that security measures were put into place to minimize loss and theft
• Took inventory and ensured that stock was properly maintained and procurement methods were put into place appropriately
• Ensured that shelves were stocked according to the 4 Ps of marketing or specific company policies

Total PLC, Douala (1/2008 – 5/2010)
**Sales Assistant**

• Led customers to their required products and provided them with information on features and any associated discounts
• Cleaned and tidied up shelves and ensured that they were well-stocked at all times
• Bagged purchases and ensured that they were delivered to customers’ vehicles
• Prepared merchandise for display purposes and ensured that they were displayed according to store policies
• Watched out for nefarious activities on the sales floor and reported any untoward incidents immediately

**COMPUTER SKILLS**
• MS Word and Excel
• Retail Software
• Visio

**EDUCATION**

Diploma in Business Administration/ 2010.

G.C.E Advance-Level/ 2007.

UAE Experience.