**PAUL**

**Customer service Representative**

Paul.342855@2freemail.com

**English - French - German**

SUMMARY

Energetic and results-driven professional with more than five years of experience in customer service. I am skilled in exceeding sales goals and company expectation by expanding client base and maintaining high standard of customer service experience. I am also expert in balancing customer’s need and company’s demands. I effectively build loyalty and long terms relationship with customers. Familiar with principles and processes of engaging with customers, assessing their needs, meeting quality standards for services, and evaluation of customer satisfaction.

ACCOMPLISHMENT

* Continually helped more than 50 customers and prospects, daily.
* Achieved repeatedly daily and weekly targets by 10 – 30 %
* Emulate the team for an exceed in team sales techniques

**EXPERIENCE**

**Customer Sales Representative**

*Big Bus Tours Dubai, Dubai, United Arab Emirates | Oct 2016 – June 2017*

* Liaising with clients in person, over the phone or via email with customer in order to discuss and/or propose travel requirements.
* Maintain strong knowledge of company’s products and services, so as to advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
* Preparing customized itineraries to suit the clients’ preferences and budget.
* Issuing tickets or relevant documents.
* Modifying existing bookings to suit a change in clients’ circumstances.
* Researching destinations and keeping up to date with travel industry news.
* Factual training with other team members and management.

**Customer Service Representative**

*Vista Language Center, Douala, Cameroon | Dec 2014 – March 2015*

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**SALES ASSOCIATE**

*Ets Tchana Sarl, Douala Cameroon* | *Sept 2013 – Dec 2014*

* In charge of sales and customer orientation in purchases: answering customer needs by providing vital and exact information concerning products and services.
* Enhances staff accomplishments and competence by planning delivery of solutions.
* Answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
* Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Prepares reports by collecting, analyzing, and summarizing information. Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; bench marking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

**Bilingual Social networks Communicator**

*Cameroon O Bosso, Bali, Douala –Cameroon | Feb 2009 – August 2013*

* Running the website and social media pages of the organization by publishing daily activities by writings (English and French) and demonstrative photographs.
* Organized large databases of hundreds of population for online and digital campaigns (SMS, Facebook, Twitter, YouTube, Email…).
* Follow up and increase relationship with many Organization local association, for brainstorming and sensitization.

**EDUCATION**

**Post Graduate Diploma in Sociology**

*University of Douala, Cameroon | 2013*

**BSc in Sociology**

*University of Douala, Cameroon | 2012*

**HOBBIES**

* Creative writings (Poems and Songs)
* Sports (Lawn Tennis and Football)
* Discovery and travelling
* Networking and getting informed

**SKILLS AND HIGHLIGHTS**

* Cold and warm calling
* Revenue generation
* Service minded professional
* Friendly and reliable
* Proficient negotiator
* Proactive
* Motivated and hard-working
* Strong interpersonal relation
* Attention to detail
* Multitasking
* MS Office (Word, Excel, PowerPoint, Project)

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