**SALES ASSOCIATE**

 **Name : NIBA**

**Nationality : CAMEROONIAN**

**Marital status : SINGLE**

**VISA : TOURST**

**Niba.349122@2freemail.com**

**CARRIER OBJECTIVE**

To contribute to a dynamic enterprise offering adequate opportunities for career advancement based on skills experience and merit where my strengths can be exploited to optimal use for personal as well as the development to the organization.Fluent in spoken and written English and French and endowed with exceptional interpersonal skills. Currently seeking a challenging position in a reputed company where I can contribute through quality performance and develop a rich career path.

**EDUCATION BACKGROUND**

**YEAR CERTIFICATE AWARDED**

**2008 - 2011** B.Sc in MATHEMATICS and minor in CSC

**2006-2007** Diploma in Computer Science

**2004 – 2006** GCE Advance Level

**1999- 2004 GCE Ordinary Level**

**PERSONAL ATTRIBUTES**

* Proven ability to build positive relationships with multidisciplinary team members.
* Excellent customer service skills.
* Ability to work independently
* Demonstrated time management abilities
* Communicates in English and intermediate in French.
* Proficient in Microsoft office, power point,photoshop, Microsoft Excel, Publisher.
* Exceptionally detail and multi-task oriented
* Able to carry out manual duties, stand for long periods of time
* Able to lift light to medium loads
* Product knowledge.
* Possess excellent listening, negotiating and responding skills.
* Possess close to 5 years experience in sales and customer service.
* In-depth knowledge of basic operating systems (P.O.S)
* Flexible, attention to detail and ability to learn quickly
* Highly initiative to manage a busy workload without close supervision

**Professional EXPERIENCE**

1. **bifunde super market cameroon limbe.**

**Position: Sales Associate**

**Responsibilities held:**

* Welcoming customers with a warm smile and good body language.
* Selling company products, participating in promotions, & price tagging products.
* Performing merchandise recovery by returning displaced items like shoes, clothes to their proper places.
* Informing the manager if the customers have any requests.
* Answering incoming calls in a professional and friendly manner and transfers calls to the proper department.
* Making sure that every customer is assisted, provided with a friendly face and vast product knowledge about our products to better help them make choices.
* Resolving any problems with or complaints regarding the products in a friendly way
* Performing monthly inventory of products in the store.

**1 YEAR WORKED WITH MTN TELECOMMUNICATIONS CAMEROON**

**Position: Sales Associate**

* Setting up telesales campaigns along with the market manager to promote the services that are being offered to fresh clients.
* Marketing of the company’s product on phone.
* Working on tight schedules and deadlines to considerably enhance the fiscal income of the company. This can be done by selling services at the location with a good offer.
* All the telesales campaigns are recorded and maintained.
* Maintain a detailed database of potential clients.
* Notify market managers immediately if there are any client disputes or problems.
* Be a complete team member and contribute to the growth of the organization.
* Updating the existing customer-relationship database with the new details.

**1 YEAR WORKED WITH MAYANA HYPER MARKET YAOUNDE**

**Position: Sales Associate**

**Responsibilities held:**

* Welcoming customers with a warm smile and good body language.
* Listening and responding to customers queries.
* Explaining the features, advantages and benefits of company products and services.
* Merchandizing and replenishing.
* Receiving payments at the counter via cash, bank cards, vouchers, etc and issuing receipts.
* Answering and responding to correspondences like phone calls, mails, fax etc.
* Thanking the customers, explaining our loyalty programs and inviting the customer to visit again.