CHINWE.350161@2freemail.com

PERSONAL INFORMATION

|  |  |  |
| --- | --- | --- |
| **NAME** | **:** | CHINWE  |
| **GENDER** | **:** | MALE |
| **DATE OF BIRTH** | **:** | SEPTEMBER 30th 1990 |
| **PLACE OF BIRTH** | : | , NIGERIA |
| **MARITAL STATUS** | **:** | SINGLE |
| **LAUGUAGE SKILLS** | **:** | English**.** |
| **CURRENT LOCATION :** | DUBAI |

***CAREER OBJECTIVE***



***I am an individual who is hard working, highly motivated, career oriented, fast learner, good communication skill and has a calm disposal under pressure. I am accustomed to fast pace environment where deadlines***

***are priority and handling multiple jobs simultaneously as required. I enjoy challenges and work hard to attain the company goals. Constant communication with all level of management and customer service has enhanced my interpersonal skill and I will like to use my strength, creative energy and passionate approach to drive success in your organization. I want to apply my business development / sales skills to an environment where they will make a significant impact on the bottom line. The ideal atmosphere would be entrepreneurial and one in which new ideas are welcome and decision making is required.***

**WORK EXPERIENCE**

**COMPANY:**

**NERRA DISTRIBUTIONS LIMITED - PORT HARCOURT CITY**

**POSITION:**

**ASSISTANT MANAGER (International Training)**

**DATE:**

**March 2012**

-Training on managerial objectives

-Employee development

-Employee recruitments

-Communication skills

-Orally and verbally tackling ways to get customer satisfaction.



**COMPANY:**

**POSITION:**

**DATE:**

**PLANTGERIA LIMITED, NIGERIA**

**SALES/SALES EXECUTIVE**

**SEPTEMBER 2014 – NOVEMBER 2016**

**DUTIES AND RESPONSIBILITIES:**

-Received and assisted clients and escorted them to correct destinations.

-Answering basic questions regarding the business, such as hours of operation, prices of products and services.

-Provide customers with a brief explanation of the products and services the firm offers.

-Book appointments.

-Answering of phone calls.

-Received and sorted emails and electronic deliveries.

-Accepted letters and packages delivered to the front desk and distributed to whom it is addressed.

-Respond to emails.

-Cashiering.

-Interacted well with the public.

-Maintained a neat, tidy and pleasant appearance of the reception area.

-Took verbal and written messages and transmitted them to exact person/destination -Inventory -Giving reports at the end of shift.

**COMPANY:**

**POSITION:**

**DATE:**

**EAGLE CONSTRUCTION MATERIALS & SUPPLIES, GHANA SALE ASSOCIATE/ STORE ASSISTANCE MANAGER JUNE 2012 - JULY 2014**

**DUTIES AND RESPONSIBILITIES:**

-Train and promote high customer service standard

-Evaluate my team performance and development needs as well as listening to their complaints and grievances.

-Maximizing sales and exceeding store budget, through assistance in and supervision of effective and continuous space, stock and seasonal management, and highest possible level of customer service. -Cashiering

-Conducting team briefing and prepare schedule for the team considering the most productive hours in the store.

-Merchandising the store to ensure the product is well accessible, and the standard are well maintained to give a good visual impact.

-Give feedback on lines sellers and customer request

-Look into the complaints made by customers, to help improve the overall of the product.

-Selling the product quickly and efficiently (up selling).

-Seek out and exploit any additional opportunity to promote sales to meet up target set by the company.

-Researching and surveying customer satisfaction.

-Approach store documentation as appropriate (daily, weekly and monthly report, refunds, exchange etc.

-Replenishing of the product on the floor.

-Assist customers in the fitting room to ensure they get satisfaction and pushing them to picks the stocks selected.

-Approaches customers as they walk in stores and assist them where necessary in good manner.

-Assist in customer service.

**COMPANY:** **JAD’S CHINESE RESTAURANT & HOTEL, GHANA**

**POSITION:** **RECEPTIONIST**

**DATE:** **JANUARY 2009- AUGUST 2011**

**DUTIES/RESPONSIBILITIES:**

-Greet every customer that approaches the desk and answer or assist them with their queries.

-Check in and checkout guest.

-Selling and up selling of rooms in the hotel.

-Informing visiting guest availability of rooms.

-Allot rooms and check the identity of the person through valid identity proofs -Coordinate with other departments in regards to a guest request. -Handling cash and giving reports at the end of shift.



**Education**

**March 2015**

Qualification – program



NATIONAL YOUTH SERVICE CORPS (NYSC)

(CERTIFICATE OF NATIONAL SERVICE)

**May 2012**

Qualification - Program

BACHELOR OF ARTS

(Business Studies)

WISCONSIN INTL UNIVERSITY

COLLEGE, GHANA

**June 2008**

Qualification - program

WEST AFRICA SENIOR SCHOOL CERTIFICATE

(WASSC)

COMM. SEC. SCHOOL, ELELE ALIMINI

**September, 2002**

Qualification- program

SHILLOH HILLS NURSERY & PRIMARY SCH.

RUMUIBEKWE, PHC. RIVERS STATE.

**Professional Development Courses**

|  |  |
| --- | --- |
| **March, 2014** |  |
| **Course:** | Physical & Health Education (Basic Training) |
| **Organizers:** | Nigerian Navy, Imeri, Ondo State. |
| **July, 2012** |  |
| **Course:** | Executive Certificate in Management & Business Administration (e-MBA) |
| **Organizers:** | Barrytrum group international, Accra Ghana. |
| **Curriculum:** | Internet and social media, oral and visual presentation skills, report writing skills, |
| international oil and gas trade |
| **February. 2014** |  |
| **Course** | Leadership, Inter-personal Relationship, Communication & Entrepreneurship Skills |
|  | (HUMAN RESOURCES AND SKILL ACQUISITION) |
| **Organizer’s** | HOREBSON RESOURCES |
|  |  |

**Skills, Activities and Interests**

**Personal Skills:** Good Self and People Management Skill Innovative and Critical Thinking Skills

Task Management and Problem Solving Skills

Flexibility| Adaptability| Organizing and Planning Skills

Attention to detail | Stress tolerant

**Computer Skills:**

MS Word

Coral Draw

MS Excel

MS PowerPoint

**INTEREST:**

CUSTOMER SATISFACTION

GOING EXTRA MILES ON MY DUTIES

TRAVELLING



**Profile**

HARD WORKING, PANCTUAL RESPONSIBLE AND EAGER TO LEARN.

**STRENGTH**

GOOD CUSTOMER SATISFACTION

BALANCE JUDGEMENT

BUSINESS ORIENTED

APPROACHABLE

ASSERTIVE

COLLEAGUES RELATION.