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**Emmanuel**

**Customer Service Executive**

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|  | ***EXPERIENCE*** |

***OBJECTIVES***

To obtain a challenging career and personal responsible position in an esteemed and professionally managed organization and take up challenging tasks which shall yield benefits of job satisfaction and pace professional growth.

***EXPERIENCE***

**ADFCA (Abu Dhabi Food Control Authority)**

**Client Relation Manager**

Jun - 2014 to Present

* Building and maintaining relationships with clients and key personnel within customer companies.
* Conducting business reviews to ensure clients are satisfied with their products and services.
* Alerting the sales team to opportunities for further sales within key clients.
* Letting customers know about other products the company offers.
* Attending meetings with clients to build relationships with existing accounts.
* Achieving client relationship targets and KPI’s as set by the Head of Sales.
* Working closely with Account Managers and Sales Consultants.
* Escalating and resolving areas of concern as raised by clients.
* Carrying out client satisfaction surveys and reviews.

**EDISON LONG LOGISTIC COMPANY   
(SHENZHEN ) CHINA**

**Customer Care Representative**

Jun - 2010 to May - 2013

* Discussing and communicating company business with foreign customers
* Introducing new logistic developments to clients
* Arranging freight schedules disclosing bills of lading to customers
* Enabling clients to understand the management’s objectives by interpreting in English, French and Chinese to foreign customers
* Obtaining client information by answering telephone calls, interviewing clients and verifying information.
* Sensitizing clients on the services and products from the company and accomplishing sales
* Organization of missions by completing related results as needed by the company.
* Liaising with clients to discuss any unclear points.
* Providing clients and management with grammatically correct, well-expressed final version of the translated texts of business transactions and bills of lading.
* Prioritizing work to meet deadline.

**BRASSERIES DU CAMEROUN**

**Sales Promoter**

Mar - 2007 to MaR - 2009

* Responsible for interacting with the clients and solving their queries
* Maintaining the records of customer interactions and follow up with the clients
* Provided feedback of the clients to the concerned departments and authorities so as to improve the services
* Identified and evaluated opportunities improving the process and customer experience
* Assisted the sales team for incoming requests for new services
* Analyzed customer needs and made arrangements adhering to company policies
* Handled escalated and upset calls, maintained and updated the outbound call reports
* Advertising the new brands of beer to the public
* Questioning the public to Know their review about new products
* Experience of territory management,
* Handle Key account management and retention.
* Prepare sales forecast report.
* Gather competitor’s data and analyze the trend.
* Presentation of new products to the potential customers.
* Increasing sales opportunities by controlling prices in order to maintain and bring in more customers
* Implement a kind of buy one take two more free strategy of selling three items in one price.

**GLOCAL GAS, CAMEROON**

**Senior Sales Agent**

Feb – 2005 to feb - 2007

* Effectively supervise, plan, organize, deploy and control team employed on sale and   
  promotion to ensure the provision of a best target achievement.
* Directly coordinates and attends meeting with the sales agents and sees other prospective   
  projects for the Company sales growth.
* Supervision of sales during practical to ensure all sales is carried out to specification, within   
  the required timescale, to the required schedule and standard of the company’s sales Target.
* Responsible for territory sales in pre defined geographical areas.
* Give Presentation and demonstration to the customers.
* Ensure that the sale complies with the regulations, meets the requirements of the Company and backup all data at the end of sales to use it as a means of statistics for the company.
* Obtains client information by answering telephone calls, interviewing clients and verifying information.
* Sensitize clients on the services and products from the company.
* Accomplishes sales and organization of mission by completing related results as needed by the company
* Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
* Determines eligibility by comparing client information to requirements.
* Informs clients by explaining procedures, answering questions and providing information.

***EDUCATION***

May 2008:   
Teaching English as a foreign Language (TEFL) certificate. 

July 2007   
University of Yaounde I Cameroon   
Degree :Bachelor's degree; Major in English Modern Letters

2004/2005.   
University of Yaounde II (Soa)Cameroon.   
Degree :Bachelor of arts; LL.B, major in English Private Law.

1999/2000.   
Government High School (Fundong) Cameroon.   
 Certificate :Advanced Level.

1996/1997.   
Government High School (Fundong )Cameroon   
Certificate: Ordinary Level.

***eXTRA CURRICULAR ACTIVITIES***

2001-2002: University of Yaounde II (Soa)Cameroon.   
Elected President of University Students Alliance group. 

2002-2003 :University of Yaounde II (Soa)Cameroon.   
 Elected Student leader of Bilingualism club.

***SKILLS***

* Excellent costumer relation skills.
* Efficient in translating from French to English and vice versa.
* Efficient in translating from English and French to oral Chinese and vise versa
* Excellent negotiation skills.
* Efficient in Microsoft office programs like Word, Excel and Power Point.
* English language: Excellent speaking, writing and reading.
* French language: Excellent reading, writing and speaking.
* Chinese (mandarin) language :Excellent speaking and mastery of reading and writing  pinyin.

Not accustomed with the Chinese characters (putunghua).

***Personal Details***

Date of Birth :9th September 1979

Sex : Male

Nationality : Camaroonian

Marital Status : Married