**Sales Associate**

** Name: Nde Princelay**

**Ndeprinceay.365217@2freemail.com**

**Personal Statement:**

 A well presented and flexible sales associate with proven ability to achieved target who has a strong customers service focus, drawn from a solid background with a Diploma in business Managament, having 4 years working experience in Sales, With the belief that customers satisfaction is the key to business survival and growth. My main objective is to employ strong and excellent communication skills integrated with sound principles of accountability and highest application of business ethics in delivering results that will exceed customers satisfaction while maintaining the quality of services and setting the place in a competitive market.

**Key strengths:**

* Good communication skills.
* Product knowledge.
* Can support working long hours with little or no supervision.
* Good team player and goal oriented.
* Possess excellent listening, negotiating and responding skills.
* Possess 4 years experiences in sales and customer service.
* Flexible and easily adapt to changes.
* Multi task and pro-active.
* 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.
* Ability to build customer rapport and loyalty.

**Professional Experience:**

 **New Life Hypermarket Bamenda (Cameroon) – 2Years**.

**Position: Sales Associate**

**Responsibilities:**

* 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, and issuing receipts.
* 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.
* Answering and responding to correspondences like phone calls, mails, fax etc.
* Thanking the customers, expressed our loyalty programs and inviting the customer to visit again.

**FOKOU and SONS Enterprise Bamenda (Cameroon) – 2years**

**Position: Sales Associate**

**Responsibilities**

* 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.
* Thanking the customers, explaining our loyalty programs and inviting the customer to visit again.

**Educational Summary and Certifications:**

* Diploma in Business Management.
* Advance level Certificate (High School).
* Training in Micro soft Office like Word and Excel.

**Language:**

* Proficiency English – speak, read, write, and understand. Excellent (eloquent)
* French – understands and speaks fairly.

**Reference:**

 Available upon Request