**Curriculum vitae**

**Eucharia**

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**Position Desired: Sales / Customer Service**

**Personal Profile**

Date of Birth : December 14th 1978

Civil Status : Single

Gender : Female

Visa Status : Visit Visa

Nationality : Nigerian

Language : English

**Objective**

Looking for a challenging position as a sales person to improve the sales and services of the company and add value on the current services offered to customers.

**Educational Qualification**

* **Completed Secondary School**

**Work Experience**

**Depearl Boutique, Lagos, Nigeria May 2014 – Jan 2017**

**Position: Sales Representative**

**Duties and Responsibilities:**

* Greeting customers entering the establishment
* Representing the brand in a professional manner
* Meeting and sometimes exceeding sales target
* Resolve customer complaints during sales
* Stocking and Merchandizing company products
* Adhering to Company Policies and procedures
* Participate on promotions and discounts during sales season or stock clearance
* To ensure that customers are satisfied with the product having good information about it.

**Shoprite Hypermarket, Lagos, Nigeria April 2012 – Mar 2014**

**Position: Customer Service**

**Duties and Responsibilities:**

* Greet customers with a smile and solving the complaint.
* Understanding and applying the mandate of the service depending on customer demand.
* Provide professional, prompt and courteous client support by listening to clients and responding in a way that meet their expectations.
* Identifying customer needs and if technical, redirect the customer to technical department.
* Advice customer all pertinent information and let them know the next steps, if any information the customer fully preventing miscommunication and confusion.
* Responding to any complaints or rudeness from customers with a positive, helpful demeanor at all times. Place myself in the customers position and let them know I understand their frustration.

**Skills**

* Able to work as part of a team or independently with little or no supervision
* Flexible and can be able to work in a multicultural environment
* Superb interpersonal skills and good communication skills
* Ability to work under pressure

**Strengths**

* Self motivated and ability to communicate with other staff and motivate them
* Problem solving and decision making
* Good Analytical skill and a Quick Learner
* Focused on minute details

**References**

Can be provided upon request

**Declaration**

I declare that the information provided above is true and correct to the best of my knowledge.