***RESUME***

 **SALES AND CUSTOMER SERVICE**

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**Name**: Denis

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**Phone Number**: C/o 971505891826

**Duty post:** Sales and customer service

**Languages:** Fluent in English and French

  **PROFILE**
Driven Retail Sales executive with over four years of experience in fashion and gaming industry. Proven track record of success, including working for the top performing store in the region, and having the lowest staff turnover rate of all Cameroonian outlets. Currently out of work because I moved out of the country. Looking for the right opportunity to bring my expertise to a well-established fashion brand and gaming evolution.

**CORE COMPETENCES**

* Highly effective in promoting a positive, productive environment.
* Reputation for excellence and high-quality service to clients.
* Good eye for detail; well organized, skilled in setting priorities.
* Resourceful and self-confident; can get the job done, and do it well.
* Strong interpersonal and communication skills.
* Remain calm and work well under demanding conditions.
* Well organized and focused in coordinating projects.
* Equally effective working independently and in cooperation with others.
* Highly motivated to achieve set goals.
* Successful in mastering new skills through hands-on experience.
* Skilled and thorough in analyzing problem situations and finding creative solutions.
* Excellent at communicating opinions on graphics, language and ratings; supporting findings with logical conclusions and clear justifications
* Highly observant and sharp game evaluation skills with focus on the experience player

**Professional Experience**

**City Sports, Bafoussam, Cameroon**

**June 2014 – August 2017**
**Sales representative**

•    Demonstrable experience of new business acquisition
•    Advanced presentation and interpersonal skills
•    Client focused, with a proven track record of success in driving sales and profits.
•    Ability to work on own initiative
•    Proven track record of successful project management and delivery
•    Problem solving and reporting experience.
•    Ability to establish strong business relationships with customers
•    Ability to manage key strategic accounts focusing on customer retention and development
•    Ability to manage product/service mix, pricing and margins

**Customer service Ben Boutique, Bamenda, Cameroon September 2012-may 2014**

* **Responsibilities**
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Take the extra mile to engage customers
* Manage large amount of incoming calls

**Education**
High School diploma

**Language**

Can speak, read and write in both French and English languages.

**References**

Available upon Request