**CURRICULUM VITAE**

**MARY**

*EMAIL ADDRESS:* [*mary.381687@2freemail.com*](mailto:mary.381687@2freemail.com)

**PERSONAL PROFILES**

*Visa Status* : Visit

*Nationality* : Nigerian. West Africa.

*Gender* : Female

**OBJECTIVES**

Seeking a challenging position in an organization, where I can utilize my experience to increase product sales and enhance customer satisfaction by adding value to the current services offered to customers.

**WORK EXPERIENCE**

**Adeseg ventures, Lagos, Nigeria April 2017– March 2018**

**Position: Customer Service Representative**

**Duties and Responsibilities**

* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
* Determine charges for services requested, collect deposits or payments, or arrange for billing.

**Park 'n' Shop Supermarkets**

**Abuja. Nigeria November 2015 – Feb 2017**

**Position: Sales Associate.**

**Duties and Responsibilities**

* *Greet customers, attended to customer needs and placed special orders*
* Described merchandise and explain use, operation, and care of merchandise
* Recommended, select, located and obtain merchandise based on customer needs
* Compute sales prices, total purchases; received and processed cash and credit payment
* Demonstrated use and operation of merchandise and answered questions
* Maintained knowledge of current sales, sales promotions, payment and exchanges policies

**Tiana Ltd,**

Cotonou Benin Republic. May 2014 – September 2015.

**Position: Sales Associate. (Part time)**

**Duties and Responsibilities**

* Welcome customers to the store and answer their queries
* Assess customers needs and provide assistance and information on product features
* Ensure high levels of customer satisfaction through excellent sales service
* Remain knowledgeable on products offered and discuss available options
* Process POS (point of sale) purchases

**Technical Qualification**

* Desktop publishing software
* Microsoft Excel

**SKILLS AND COMPETENCIES**

* Effective listener and communicator.
* Confident, self-motivated and determined.
* Ability to work well on my own and also as part of a team.
* Good organizational and time management skills.
* Excellent negotiation and persuasive skills.
* Telephone etiquette
* Proficient in verbal and written English language

**EDUCATIONAL QUALIFICATION**

* 2011. Completed High School Certificate
* 2015. BA. Mass Communication. Les cours sonou university institute. Cotonou.

**HOBBIES**

Writing, Reading and Travelling