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| ***EMMANUEL*** ***Position desired :store keeper*** **E-mail.emmanuel.382457@2freemail.com** |  |

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| **PROFILE SYNOPSIS** |

Versatile, Dynamic professional with Two years dubai experience as a Cashier and customer service. offering 6+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; acquired practical work experience as a cashier and customer service, warehouse keeper and related functions. Possess a strong enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical,coordination,problem-solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience abroad.

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| **Strengths** |
| * Gained 6+ years experience working with good reputable companies.
* Strong Analytical, communication& Coordination skills problem solving skills.
* Capabilities to deal with Multi-cultural Clients.
* Focused in performing and achieving organizational goals and objection.
 | * Ability to perform multi-task and meet tight deadlines
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| **QUALIFICATION** |

**Educational Qualifications:**

**Bachelor’s degree (management)**

**university diploma (HND in management)**

**GCE advance level (business studies)**

**Ordinary level(business studies**

**COMPANY’S APPRAISAL.**

**Certificate of excellent performance (Dubai Parks and Resort)**

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| **CAREER SNAPSHOT** |

**Cashier/ customer service (RHYMA RETAURANT)**

**Jan 2013—Oct2014**

**Store keeper (Splash avenue Super market) Nov2014---- July2016**

**Cashier / Customer service (Dubai Parks And resorts) sep 2016—2018(two years)**

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| **ACHIEVEMENTS** |

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| * Gained 6+ years of home base experience in domains Customer Service ,cashier and warehouse manager.
* Growth and increase in warehouse space with effective and efficient control, coordination and management.
* Received a promotion within 9 months from cashier to Cashier supervisor due to excellent performance and track record of exceeding corporate objectives.
* Speak Multi Languages (English, French & Pidgin) and good knowledge with MS Office applications such as (Word, Excel, PowerPoint, E-mail application and Internet surfing).
* Demonstrated integrity and strong work ethic in maintaining confidentiality in official records as well as flexibility in working well in cross-functional teams.
* Successfully achieved assigned customer service targets consistent with company standards and achieved best performance parameters as well as organizational goals and objectives.
* Performed assigned workload with indefinable enthusiasm, commitment, honesty, and dedication and drove towards contributing to continued business growth.
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**CORE COMPETENCY**

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Tact to deal with customers of diverse nationalities.
* Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact. Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Display high quality, prompt and professional service to achieve customer satisfaction, loyalty, & retention.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions were taken.
* Continually develop an understanding of company’s culture, products, services lines, policies, procedures, ethical initiatives and other areas of business. Reflect the same in everyday performance.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Understand customers’ requirements and accordingly offer advice on the proper selection of product-service taking into account their need and budget; keep a record of customer information for customer call reports.

**WAREHOUSEMANAGER**

* sufficient quantities of standard forms, calculators and stationery to keep proper storage records;
* Warehouse equipment’s are maintained to prevent accidents and breakdowns from occurring.
* establish levels of operating stocks based on consumption/rate of usage. The stock levels shall be reviewed from time to time depending on current needs. (See “Inventory control above);
* maintain monthly stock usage report of each item kept in the store and the overall in the usage trend in last six months
* Controlling stock movement by;
1. Establishing minimum stock level, reorder stock level and maximum stock level.
2. Goods receipt and quality inspection.
3. Physical stock control in the warehouse.
* Planning, maintaining and control of warehouse
* Allocating resources for effective usage.
* Assembling consignment and the dispatching of consignment.

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, coordinate activities and promptly resolve issues.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

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| **PROVEN JOB ROLE** |

**cashier/ Customer Service –** *RHYMA RETAURANT*

* Ensure high levels of customer satisfaction through excellent sales service. Assess customers’ needs and provide assistance and information on product features
* Stay abreast on all products offered and discuss available options with the customers. Performed Cross-selling of all products to the customers ny using the VGS system. Team up with co-workers to ensure proper customer service.
* Establish strong relationship with existing and new customers and consistently develop new client. Provided courteously and a friendly manner, welcome and efficiently service all hotel guests, in line with the hotel’s vision and values on customer satisfaction.
* Responded courteously to guests’ requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service.
* Assisted in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
* Responsible for accurate and efficient accounts and guest billing processes. Assist in keeping thel reception area clean and tidy at all times

**Warehouse manager (Splash Avenue)**

 **Method of stock keeper (FIFO) first in first out.**

* Carryout regular check on goods and materials in stock, in other to avoid shortage in supply.
* Monitor the incoming of goods into the warehouse and the dispatch of goods and materials from warehouse . to ensure that , stock level of goods don’t go below stock limit or above stock limit.
* Monitor goods and materials on transit, to reach it’s destination safely. To be accompanied by a delivery note, stock card, bim card or consignment note.
* Keep record on all damage goods in the warehouse, either damage on arrival at the warehouse or damage during offloading, or damage during supply.
* Prepare report on overdue goods and materials in stock, for possible dispatch for sales. This is to avoid goods expiring in the warehouse thereby avoiding financial loss.
* Ensuring that the warehouse is clean at all time by ensuring the proper disposal of waste materials.
* Ensuring that the warehouse is well secure at all time, to avoid any loss which might be caused by theft.
* Ensure a weekly or monthly stock balance on each stock item and total value.
* Ability to create space for any new stock on arrival at the warehouse.

**elow is a draft example of stock movement at Splash Avenue warehouse.**

A5

A4

A3

A2

A1

Shipment preparation

A6

A7

A8

Goods Dispatch

**Goods out**

Storage/ Order Picking

Good Reciept

S4

S3

S2

S1

B3

B2

B1

**Goods in**

Office

**A1—A8 -- Household Equipment**

**B1 –B3 – Electronics**

**S1 –S4 –Others (Cloths, Shoes, “sports and Gent” etc),, Shoes, “sports and Gent” etc),**

**CASHIER / CUSTOMER SERVICE---- Dubai Parks and Resorts**.

* Providing accurate information to the guests on the various parking options and their prices and advising them on the best option with relation to the advantages
* Brief the guests on the various parks inside and the different attractions available in each park.
* Provide accurate information to the guests about the actual prices of each tickets to the various parks, and also the Promotions available at that time in relations to the ticketing price.
* Receives money from the guests and punch into the VGS system, and make a print out of the softcopy and hand it to the guests.
* Ensuring that the guests have their correct change or balance depending on the amount charged.
* Also performs credit card transactions with utmost attention, cause its irreversible after approval.
* Keeps all receipts of credit cards transaction and hand it to the cash controller for account reconciliation.
* Very fast and competent in dealing or handling huge crowd with a perfect balance at the end of the day.

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| **I.T PROFICIENCY** |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **PERSONAL DETAILS** |

Nationality : Cameroonian

Marital Status : Single

Visa Status : employment visa

Languages : English, French

Reference : Available Upon Request