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| DSC_0474.jpgArthur Email: Arthur-384278@2freemail.com**PROFILE**A self motivated individual with a proven track record in successfully performing a busy retail sales cashier function. A dependable and friendly Professional sales/Cashier with strong cash handling and customer service experiences spanning over 6+ years who enjoys establishing excellent customer relations and successfully managing customer issues. An organized, accurate and fast worker with solid computer skills and sound knowledge of cash management principles. Flexible and with the ability to learn quickly is now looking to utilise his skills while sharing his knowledge in a cashier related works.**OBJECTIVE**A vibrant, persevering, and skilled person seeking a position in a company where my qualities of a fast learner and the ability to take on new challenges can be used and allow me to apply my experiences. I believe in my potentials that I know I will be a productive asset to the company that will hire me.**SKILLS AND COMPETENCIES** **Administrative** - Clerical tasks, Telephone Call Handling, Documentation and Inventory. **Computer** - Microsoft Word, Excel, PowerPoint, Publisher, Outlook, Internet.**Interpersonal -** Positive Team player and Adaptive to multi-cultural environment.**Communication -** Proficient in English (Speaking, Writing and Reading). **Reliability -**  Honest, Patient, trustworthy, multi-tasking and flexible **PROFESSIONAL EXPERIENCES****Location: Dubai Parks and Resorts**Position: ***SALES CASHIER/CUSTOMER SERVICE***October 2016 – Present (1yr 10months)Key responsibilities include;**As a sales Cashier,*** Greet customers when they arrive at the store and respond to their questions according to protocol and company policies
* Direct or lead customers to their required products and provide them with details on features and benefits of the product
* Ascertain that customers are made aware of any discounts or deals that are applicable on their chosen products
* Answer customers’ questions and ensure that any warrantee or guarantee queries are properly responded to
* Lead customer to the payment counters and assist cashiers in scanning items and providing price information
* Arrange for purchases to be packed or wrapped and ensure that they are carried / delivered to customers’ cars
* Operate cash registers by punching in purchased item and processing cash and credit card payments
* Tender change and receipts and ensure that customers check both before they leave the cash counter
* Balance cash register at the end of the shift and ensure any obvious discrepancies are properly addressed
* Arrange for change to be acquired at the beginning of each shift and create and submit reports regarding sales and levied discounts.

As a Customer Service Agent**:*** Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Act as the company gatekeeper.
* Handle product recalls.
* Attempt to persuade customer to reconsider cancellation.

Mother Care Fashion Wears International.,Half Mile, Limbe, Cameroon.Position: **Retail** ***Sales Representative***January 2015 – June 2016 (1yr 5month)Key responsibilities include;* Making appointments to meet new and existing customers
* Understanding your customers’ needs
* Making presentations to promote new products and special deals
* Agreeing sales, prices, contracts and payments
* Advising customers about delivery schedules and after-sales service
* Keeping in contact with existing customers in person and by telephone
* Recording orders and sending details to the sales office
* Watching your competitors and the products they are offering
* Going to conferences and seminars and keeping up with industry trends
* Meeting sales targets
* Reporting sales trends to your employer.

BEFUNDE DEPARTMENTAL STORE.,Mile One Limbe, Cameroon.Position: ***Customer Service Representative***September 2013 – December 2014 (1yr 3months)Key responsibilities include;* Maintain updated knowledge of all company products and services in order to provide adequate education to customers
* Provide information and instructions about relevant products and services
* Make product and service suggestions to meet the customer’s specific needs
* Field incoming phone calls and respond to phone messages from customers
* Promptly respond to customer questions submitted via email or our website
* Answer customer questions and provide information to resolve any issues
* Process orders and returns
* Obtain necessary information from customers to adequately follow up
* Document important customer information for future reference
* Collect and record customer feedback and information, and share that with appropriate departments and team members
* Generate interest in new products or services and connect customers with salespeople when required
* Foster and maintain relationships with customers to improve our retention rate
* Attend all required customer service-related meetings

SAMCO PAPERS LIMITED,Down Beach Limbe, Cameroon : Position: ***SALES ASSOCIATE*** June 2012- July 2013 (1yr 1month)Key responsibilities include;* Listening to customer requirements and presenting appropriately to make a sale;
* Maintaining and developing relationships with existing
* Cold calling to arrange meetings with potential customers to prospect for new business;
* Responding to incoming email and phone enquiries;
* Acting as a contact between a company and its existing and potential markets;
* Negotiating the terms of an agreement and closing sales;
* Advising on forthcoming product developments and discussing special promotions etc.

FUTABI ACCOUNTING CONSULTANCY., Molyko Buea, CameroonPosition: ***Accounts Clerk***October 2010 – April 2012 (1yr 6months)Key responsibilities include;* Prepare profit and loss statements and monthly closing balance sheets & reports.
* Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions
* Prepare and review budget, revenue, expense, payroll entries, invoices &other accounting documents.
* Analyze revenue and expenditure trends and recommend appropriate budget levels, and ensure expenditure control.
* Handled petty cash and other jobs that may be assigned from time to time.
* Prepare monthly bank reconciliation
* Submitting all completed work papers to the team lead

**EDUCATIONAL BACKGROUND*** Bachelors in Accounting - University of Buea- Cameroon: 2012
* GCE A-level Certificate - National Comprehensive High School: 2009
* GCE O-level Certificate - National Comprehensive High School: 2007

**PERSONAL INFORMATION**Date of Birth *:* March 21, 1989Place of Birth *:* LimbeAge *:* 29 years*Religion :* ChristianCitizenship *:* CameroonGender :MaleCivil Status :SingleI hear by certify that the above information is true and correct to the best of my knowledge and belief. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Arthur  APPLICANT |   |