

**CURRICULUM VITAE**

**PERSONAL INFORMATION:**

Name: Afred

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Language: English and French

Dubai,UAE Position: Sales Representative

**PERSONAL STATEMENT**

Driven sales with 4 years associate of experience in the sale sector. A high level of product knowledge and an ability to quickly learn details about new inventory and accessories. A commitment to building customer relationships by reaching out to new clients and nurturing positive interactions with existing customers. Extremely skilled in explaining product features and benefits to customers, negotiating packages and pricing and closing sales deals.

**Work Experience**

* **SALES CASHIER/CUSTOMER SERVICE - 2016-2018**
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Manage large amounts of incoming calls.
* Issue receipts, refunds, credits, or change due to customers.
* Identify and assess customers’ needs to achieve satisfaction.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure solution and keep records of customer interactions, process customer accounts and file documents.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Greet customers entering establishments.

**CASHIER/TICKET COLLECTOR - OCTOBER 2018-MAY 2019**

* Greet customers entering establishments.
* Establish or identify prices of parking services and duration, tabulate bills using calculators, cash registers, or optical price scanners.
* Issue parking ticket to clients.
* Direct clients to the parking lot.
* Issue discount coupon to clients and explain to them how to use it.
* Register the number of cars,time in the parking.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Build sustainable relationships and trust with customer accounts through open and interactive communication

**SALESASSOCIATE - CAMEROON 2014­-2016**

* Handling all cash and credit card transaction in department store environment.
* Handled all customer requests and inquiries.
* Accurately managed a cash draw in the company.
* Managed cashiering activities in areas on purchasing, returns, exchanges, and enforced store policies.
* Trained new employees on the selling floor.
* Guaranteed cross and up-selling for all product categories.
* Discuss with clients and give advices on general trends in fashion world and developments in luxury market, showing passion for fashion and luxury product.
* Built and strengthened relationships with customers, deal with different nationalities and personalities and put always the customers at ease.
* Ensured the achievement of individual and Store goals, enhancing and developing the business.
* Contributed to manage the visual display of the products in accordance with [company name] visual standards and ensured store functional maintenance and appropriate levels of products on the sales floor.

**Education**

* HND in Business and Finance Management
* Advanced Level Certificate
* Ordinary Level Certificate
* First School Living Certificate
* Certificate of Appreciation by Dubai Parks and Resorts

\*References available upon request.