GANG

Email : gang-395068@2freemail.com

Languages : French , English

EXPERIENCE

* **SALE**&**MARKETINGMANAGER**

ATRUCKSEN SenegalJanuary - December 2018

In this structure, my mission was to develop commercial and marketing actions of the company, therecruitment, training, coaching and coaching of the sales team, monitoring and evolution of sale, preparation and sending of commercial offers, ordering of items of spare parts Heavy and light trucks, prospecting and customerloyaltybased on data customers, delivery and follow-up of orders, sendingdaily reports to the Management.

**DATAMANAGER**

DATA UEMOA Dakar Senegalfrom 2017 to October 2017

Mainly, myactivityis to collect, process, update legal information marketing, organizational and social enterprises in Senegal, codification, classification, analysisinterpretation, updating and monitoring.

 **RELATIONSHIP OFFICER**

UBA TCHAD Bank from 01/01/2014 - 02/10/2016

Within the sales & marketing departmentwheremyroleis to ensure the management of the customer portfolio to increase the profitability of the bank, establish and maintainrelationshipswith large depositors, effective differentstrategies to achieve set goals, periodiccustomer base dataand sendingencrypted reports to the agency manager, management and organization of the prospecting team as well as coaching of commercial trainees.

 **MARKETING ASSISTANT**

Group BHARTI AIRTEL Chad July 2010- September 2013

➢Within the Marketing Department, my main taskis to create, revisestrategiesCorporate communications and marketing as well as the adoption of the marketing plan of the restructuringa linguisticdatabase to improve the accessibility and organization of the customer team.

**CUSTOMERADVISOR**& BACK **OFFICE SUPERVISOR**

Group BHARTI AIRTEL & SPANCO AIRTEL Chad fromJune 10, 2006 to September 01, 2010

As a customer service representative, itis to receive and processincoming calls from Airtel customers Chad, analyzecustomerneeds and providetechnical assistance, sellproducts andcompany services, record information about calls in a database.

As a back office supervisor, itis to transmit to the Manager any anomalies (Systems information) as well as specific or complex complaints and complaints fromsubscribersregarding the invoicing, the losses of the airs times (credit) and I alsoparticipate in the development of the actions customer service.

**TRAINING**

Degree in Marketing & Sales at Cotonou Dauphine International School in Benin 2002

2010: Level 7 English Language Learning Diploma at American Language Center CHAD

2006: International Certificate of Customer Adviserobtained by VENTURE in the Netherlands

**SKILLS**

In-depthknowledge of Business Strategy, Business Operations Management, Processingmarketings data, customer portfolio management, knowledge of customerrelationship management, management of the sale team, management of customerdatabases, knowledge of the communicative strategy, Banking management, call center management, knowledge of software such as CRM, Vanx, Finacle3, CIC, java, Oracle, SAGE, Photoshop, Excel, Word, power point, office 365,