Curriculum Vitae

# CYNTHIA

# PERSONAL INFORMATION:

Date of birth: 15/10/1993

Marital Status: Married

Nationality: Nigerian

Language known: Fluent in English

Visa Status: Visit Visa

# PROFESSIONAL SUMMARY:

To be able to have an opportunity to practice and conduct my acquired skills and knowledge in a manner compatible with dignity of my profession and to be able to meet new challenges that would promote constant learning and professional maturity.

# PROFESSIONAL SKILLS:

* Revenue generation
* Strategic planning
* Customer service
* Sale expertise
* Marketing understanding
* Acquiring client
* Market research
* Product promotion
* Order processing
* Network development

# PERSONAL SKILLS:

Excellent Interpersonal and organizational skills Patient by nature and never getting irritated easily

Superb attention to details and can remain focused for long periods of time. Always eager and ready to learn new things Confident of my abilities to work in team.

# EDUCATIONAL QUALIFICATION

Bachelor of Science in Microbiology “O” Level Certificate

First School leaving Certificate

#   TRAINING & CERTIFICATES

Trained Fashion Designer

Certificate of Human Resources and Skilled Acquisition

  **WORK** EXPERIENCE

# Customer service Representative at Isabelle cosmetics Limited(Nigeria) 2015 - 2016

**Duties:**

* Answered customers telephone calls promptly to avoid on-hold wait time
* Responded to customer’s requests for products, services and company’s information
* Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns
* Preserved revenue streams by utilizing strong communication and negotiating skills, offering refund as last resort to maintain customer satisfaction
* Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations
* Suggested new products for cancelling customers to stay with the company resulting to 30% decrease in cancelation
* Regularly exceeded daily sales and product add on quotas through product and service promotion during routine calls
* Educated customers on promotion to enhance sales
* Liaised with the customer, management and sale teams to better understand customers needs and recommend appropriate solutions

# Sales Representative at Sims Nigeria Limited(Nigeria) 2016 - 2018 Duties:

* Produced remarkable sales and enhanced number by managing complete life cycle from networking through ongoing account servicing
* Tailored sales approaches and techniques to specific client needs to increase marketing effectiveness
* Utilized effective communication and actively listening skills to create client rapport to grow profitability
* Brought customer satisfactory index level from unsatisfactory to levels acceptable to the manufacturer
* Initiated sales strategies by recruiting new clients through approved methods
* Brought in new customers and retained base through proactive management of individual needs and development of robust fast solutions
* Used consultative sales approach to understand and meet customer needs
* Applied prospective sales expertise to generate and pursue leads, setting up appointments and site visits to maintain budding relationships
* Established beneficial professional networks and partnerships to gain insight and campaign support resulting to long-term business relationships

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