

 **NAME: Franklin**

 **Date of Birth: 16/06/1986**

 **Nationality: Cameroonian**

 **Gender : Male**

 **Marital Status: Single**

**Email :** **franklin-397275@gulfjobseeker.com**

 **Visa Status: résidence**

*A very Confident, Self-Motivated, Strong Communicator and enthusiastic Professional*, *Effectively &Reliably Managing Successful Multi – level Sales, warehouse associate services, Secretarial and Administrative Responsibilities.*

1. **CORE COMPETENCES**

\*Warehouse Associate \* Business development \* Receptionist Duties

\*Events Coordination \* Vender Negotiation \*Branding & Promotions

\*Security \* Sales & Marketing

1. **PROFESSIONAL EXPERIENCE**

 **April 2018 t0 January 12/2020**

Designation:Warehouse Associate

**Core Functions:**

* Provide inbound support to new and existing customers with correct information on products.
* Make outbound calls to update customers on their accounts credits, introduce our latest brands.
* Timely Registration of customer’s enquiries, process correct quotations, invoices / sales orders.
* Coordinate with logistics regarding customers’ orders and reconvert all orders to sales.
* Update demand planning on gold, bronze and silver items for production of fast moving items.
* Promote direct sales to walk in customers and assist line manager in preparing and delivering sales presentations of our products to organized groups during meetings.
* Listen to customers’ queries regarding material delays; follow up in time and update customers on delivery, update accounts department when checks are received or material return.
* Evaluate sales records periodically, make balances, ensure sales figures tally with number of goods sold
* Provide good customer service to both external and internal customers of other departments.
* Support new staff with Oracle, sales force and internal code training.
* Picking and dispatching items
* Packing boxes according to locations
* Saltation and consolidation
* Provide excellent customer service
* Good manner and time conscious
* Be familiar with innovation of technology.
* Quick learner of new development
* Flexible and adaptable.
* Computer literate.
* Fast learner.
* A good IQ to memories the items
* Convincing and up selling.
* Physically fit.
* Maintain the hygiene and tidiness of the warehouse at all times.

ESSOKA REAL ESTATE CAMEROON March 2016

**Designation: Tele Sales Executive**

**Core Functions**:

* Contact customers by phone to create interest in our products and generate leads
* Pass qualified leads to field sales representative’s team to follow up.
* Promote direct sales by contacting existing customers and new prospects to attempt to sell products.
* Update database, and identify customers who have bought a product in the past or prospects whose profiles indicate that they are likely to buy.
* Provide full administrative support to all sales team
* Prepare MIS report and information to the management on each member of the sales team
* Ensure accurate data is taken in the CRM system.
* Assist leads admin in ensuring that leads are properly followed up by the team.
* Assist in preparing Broker & BI Agreements, and other letters approved by the management.
* Support the team in filling their commission claims and attaching all relevant documentation.
* Present daily sales report, client visits, appointment booked to the DOS/HOS as per the guidelines set by HOS.
* Support Sales Director in measuring and analyzing sales team contribution and target achievement.
* Support new team members when necessary with CRM training.
* Keep record of all activities of the sales team.

**ORANGE CAMEROON MOBILE TELEPHONE NETWORK June 2015 - Dec 2015**

**Designation: Customer Services Reppreventative - Internship**

**Core Functions:**

* Performing administrative duties for executive management, screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports and financial data.
* Maintains workflow by studying methods; implementing cost reductions; and developing reports.
* Resolve administrative problems by coordinating preparation of reports, analyzing data, identifying solutions.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
* Maintains supplies inventory by checking stock to determine inventory level;

**3. EDUCATION & QUALIFICATIONS.**

Bachelor in management information technology

 Certificate in Customer service (French)

 General Certificate Examination in Advanced Levels and Ordinary Levels (passed with Distinction)

 Certificate in Microsoft Application. - MM Computer College Buea

Metalic Welder Certificate

1. **COMPUTER SKILLS & KNOWLEDG.**
* MS Word, and Electronic Communications (Print & Voice)
* Social Media Interactions
* Typing Proficiency: Accurate.

**5. LANGUAGES SPOKEN. Bi - Lingual.**

**\*English** - Oral & Written \*French – Oral & Written Excellent

**6. INTRESTES AND ACTIVITES.**

\* Creative writing \* Modelling \* Music \* Swimming \* Assisting the needy.