**ALBERT**

**Email id:** [**Albert-213749@2freemail.com**](mailto:Albert-213749@2freemail.com)

**RETAIL SALES PROFESSIONAL**

Retail Professional with more than four years of experience in retail. Involved in sales and marketing, developing new business opportunity, managing and maintaining staff.

**WORK EXPERIENCE**

DUBAI PARKS AND RESORTS

09/2016 - STILL DATE Dubai, UAE

**Responsibilities**:

Assist on average of 70% customers per day, find or selecting items and providing recommendations that generated additional revenue.

Handling daily operations of sales serving an international clientele, tourists and business travelers.

Proved the ability to multitask, handle crowds up to 500 people, resolve customer issues and excel within the demanding high volume setting.

Provide outstanding customer service receiving 90% in customer service feedback surveys.

**CUSTOMER SERVICE** BERKELEY SERVICES LLC EMRILL SERVICES LLC

|  |  |
| --- | --- |
| 03/2014 – 06/2016 | Dubai, UAE |
| 02/2013 – 01/2014 | Dubai, UAE |

**Responsibilities**:

Responding promptly to customer enquiries in person or via telephone, letter and email always in a professional & efficient manner.

Promoting the company’s products and services to customers.

Keeping up to date with all the company's products, services and procedures. Handling objections professionally.

Interfaced with distributors to resolve issues raised by consumers and retail stores.

**SALES EXECUTIVE** SATSTEPS Limited BOOMSONS CROWN Enterprise



|  |  |
| --- | --- |
| 03/2010 – 12/2012 | Lagos, Nigeria |
| 01/2007 – 02/2010 | Lagos, Nigeria |

**Responsibilities**:

Meeting potential customers so as to win new business/clients, maintaining good relationships with existing customers and gaining repeat business wherever possible.

Liaising and networking with a range of stakeholders including customers, colleagues and 3rd party suppliers.

Providing operational support to internal departments and external suppliers as per precise business requirements.

Introducing the latest product and the values and it benefit, aiming to achieving monthly or annual targets and closing the sales.

**SKILLS**

Teamwork

Negotiation

Decision Making

Sales & Marketing

Public Speaking

Emotional Intelligence

**EDUCATION**

B.Sc. in Economics & Statistics University of Benin, 02/1999 – 2/2005

**PROFESSIONAL COURSE**

**America Certification Institute**

Certified Retail Management Professional

03/2018 – 04/2018 Dubai,UAE

**HONOURS AND AWARDS** Certificate of Recognition (2018) Twice