**A CERTIFIED INTERNATIONAL LOGISTIC and SUPPLY CHAIN PROFESSIONAL – IPSCMI, U.A.E.**with 5 + years of outstanding track record in Purchase, Stores and Account, Customer Service & Operations. Proven expertise in handling whole cycle of Purchasing/Store including Management and coordination of wide range of activities related therewith. Consistently demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters. Proactive leader with excellent communication, interpersonal, analytical, problem solving and decision making.

**Strengths**

+ 5 and above years Well Qualified Professional + Excellent Organization & Coordination Abilities

+ Motivation & Relationship Building Capabilities + High Sense of Commitment

+ Team Spirit & Leadership Capabilities + Dynamic, Enthusiastic, Highly-driven

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| **Qualifications** |  |

**Certified International Logistic and Supply Chain Professional, IPSCMI, U.S.A.**

**Bachelor of Economics Management –UNIVERSITY OFYAOUNDE II SOA CAMEROON**

**Higher National Diploma in Marketing & Communication–SIANTOU INSTITUTE YAOUNDE**

**GCE Advanced Level-CAMEROON COLLEGE OF ARTS SCIENCE AND TECHNOLGY BAMBILI**

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| **Career Snapshot** |  |

**Sales Store/ In charge July 2014 - Present**

UAE

**Customer Service /Logistics Officer Feb 2009 – May 2014**

SOACAM -Cameroon

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| **Areas of Expertise** |  |

**Store/ In charge**

**Maitha Fashion LLC-UAE**

* Promote and sell products of the company to customers who walk - in.
* Attend and respond to customer queries on company’s products to enhance sales. Meet and maximize sales targets and established goals.
* Accountable for routine administrative operations/prepare reports on returned and / or damaged products.
* Offer extensive information to customers and assist them in choosing right products. Maintain appearance, inventories and reports of the department.
* Create effective displays to sell seasonal and promotional company’s products.
* Responsible for receipt of payment through automatic debits, credit cards and cash. Ensure money in cash drawers is adequate at the commencement of shifts.
* Receive, distribute and maintain adequate quantities of stocks at all times;  Maintain optimal stock levels; Inform the purchase department well in advance about the items that reach the re- order level to order from supplies; Review physical inventories periodically.
* Maintain stock and check incoming materials for quality, and quantity against invoices, purchase orders and packing slips or other documents.
* Make clear notes on the receipt of the items against each invoice; Keep and update records of goods received and issued; Compiles report of expenditure, and monthly stock report.
* Enter daily work sheet to the general ledger system and record business transactions
* Record refunds and charges, files and work with calculators, databases.
* Support accounting personnel in put invoices, vouchers, reports, and other records
* Provide front desk customer service and open mail
* Match invoices to work orders and match payments to invoices

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| **Areas of Expertise** |  |

**Customer Service/Logistic Officer –SOACAM CAMEROON**

* Checks shipping orders to ensure they are accurate with regards to quantity shipped by comparing shipping documents with computer-generated reports.
* Informs customer of shipping date, anticipated delays, and any additional information needed by the customer.
* Maintains communication with customer regarding the status of their order through completion of delivery.
* Handles any customer questions or complaints and works toward a positive solution.
* Accurately files paperwork such as invoices, open orders, in-transit documents archived documents and delivered orders.
* Answers phones, Act as main point of customer contact takes messages, and appropriately routes phone calls. Manage a high volume of incoming emails and/or phone calls
* Other duties may be assigned to meet business needs.
* Execute delivery plans for dedicated operations to meet customers' needs
* Coordinate weekly plans, distribute to operations team and track completion of plans, making adjustments as necessary
* Daily interaction with customers, driver supervisors, and truck drivers
* Quickly address any issues during pick up or delivery of material
* Daily use of Microsoft Excel to input data into spreadsheets
* Liaison with different departments within the company to facilitate shipments
* Interface with vendors and clients to ensure proper delivery of shipment

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| **Professional Development** |  |

**Seminars and Trainings Attended:**

* Procurement Audit by Dr. LeRoy H. Graw
* Customer Service Skills-Workshop from Blue Ocean Academy-UAE
* .Six Sigma Seminar From Blue Ocean Academy-UAE
* Leadership Skills Seminar from Blue Ocean Academy-UAE

**I.T. Skills:**

Word, Excel, PowerPoint Outlook, E.RP & Tally

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| **Personal Dossier** |  |

Nationality : Cameroonian

Languages Known : English, French, Basic Arabic

**First Name of Application CV No: 1669866**

Whatsapp Mobile: +971504753686

