**CURRICULUM VITAE**



**MAGNE**

**Profile: Female, 39, married**

**Address: Dubai, UAE**

**Mobile: C/o 0505891826**

**Nationality: Cameroonian**

**Visa status: Husband residence**

**Language: English and French**

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**SUMMARY:**

Energetic, dedicated, motivated sales in fast-paced environment, who possessing the ability to contribute to the smooth running of a company and the expertise to increase and achieve the target of the company. I am professional with excellent customer services skills and able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase.

**KEY SKILLS AND COMPETENCIES:**

* Ability to learn quickly about new offers, products or services
* Listening to and matching the customer’s needs with products on sale.
* Making presentation and demonstrating of the products
* Organizing advertisement and display information
* Conducting promotion and prospection of products or services
* Have clientele knowledge and able to build relationships easily
* Helping with the unloading of deliveries and storage of stock.
* Always maintaining high standards of customer service
* Perform some administrative tasks
* Able to do some repetitive tasks such as sticking on sale labels, and price gunning item
* Answering queries and identify a customer’s needs promptly and accurately
* Processing deliveries
* Follow-up after self service
* Can conveniently work with people from multicultural background.
* Presentable ,mature ,confident and self-motivate
* Ability to work under pressure alone or with team

**WORK EXPERIENCE:**

**June 2016- November 2017: FM GROUP (Dubai - UAE)**

**Position: Outdoor sales**

This company is an international brand known in several dozen countries around the world, which is specialised in the distribution of cosmetics and fragrances.

**DUTIES:**

* Attending product training and seminars and helping reach personal goals
* Recognizing of the needs of customer by talking to them and showing them a range of suitable products available
* Assisting and educating customers in their search for cosmetics and fragrance
* Booking appointments with customers to inform them about the newest products
* Keeping a prompt quality personal relationship with all customers
* Following up with customers regarding their purchases
* Sharing product knowledge with customers while making personal recommendations.
* Informing customers about upcoming events on skincare, make up and fragrance.
* Providing personalized customer service while applying products and explaining product information to customers
* Generating marketing initiatives to market specific products to customers and involve audiences with samples, testers, and demonstrations

**November 2013 – May 2015: BURKINA SHIPPING & CARGO L.L.C (Dubai - UAE)**

**Position: Secretariat / sales**

This company was active in shipping and cargo activities (purchasing, delivering; packing and sending of good by sea or by air) towards West Africa

**DUTIES:**

* Managing all administrative aspects of the sale ( Typing ,emailing correspondence and respond to phone )
* Organising trip of customers ( entry visa, flight ticket, hotel reservation )
* Assisting clients in finding the services that are right for them.
* Promoting and prospecting of new services in the market
* Coordinating the order , purchase and delivery of items according to customers recommendations
* Supervising the packing and sending of items to the cargo ready for shipment
* Responding to any customer requests for information timely manner
* Initiating telephone contact with potential customers. And building on going customer Relationship
* Handling of daily cash management and bank deposits
* Updating customer databases and records
* Capturing data and getting feedback from customers.
* Following-up of shipment by air and sea cargo

**January 2010 – march 2011: EXCEED (Cairo – Egypt)**

**Position: Customers’ services**

This company based in Cairo which represented one brand of exceed Canada was specialised in telecommunication

**Duties:**

* handling incoming calls from a national customer base
* Providing detailed information on services and products to customers
* Entering accurate and complete customer information into system
* processing bookings and orders within time frames
* Identifying customer needs and helping them to choice a right service
* Answering inquiries, resolving problems by clarifying issues
* Forwarding client complains to the concerned departments
* Selling hotline services ( promotions and prospections)
* Making appointment with technician for maintenance or installation according to client recommendation
* Insuring payment on line , subscription, renewal of contract and bill
* After sales service: Customer adviser and customer care

**June 2007-May 2009: CAMNET (Douala-Cameroun)**

**Position: Sales assistant**

This store was specialised in the selling and distributing mobiles phones and consumables

**Duties:**

* Meeting and greeting customers when they enter the shop
* Cleaning and tidying sales area in order to maintain a safe working environment.
* Ensuring all stock is clearly and correctly priced
* Making sure that any item which is removed from a display column is replaced immediately after a sale
* Providing a friendly and helpful service to customers and Handling customer complaints in a calm manor.
* Demonstrating good product knowledge to customers on key promotions and offers
* Receiving goods from suppliers.
* Performing clerical and administrative duties to support the sales manager
* Arrange orders and deliveries of stock for customers.

**EDUCATION:**

* **2015: Executive secretariat management** (learners point training institute ,Dubai –UAE)
* **2004: International Honours Graduate Diploma In Business Administration**

 (Cambridge International College, Douala –Cameroun

* **2001: International Diploma In Business Economic And Commerce** ( Cambridge

International College, Douala –Cameroun)

* **2000: Diploma In Business Management** **And Administration(** The British College

of Professional Management , Douala –Cameroun)

* Knowledge in **Microsoft office**

**LANGUAGE**:

**English**: Fluent

**French**: Native