**PAUL** **PAUL.366319@2freemail.com**

 **Travel Consultant**

**English - French - German**

Energetic and results-driven professional with more than three years of experience in travel industry and customer service arena. Track record with customers by telephone or in person to provide them with information regarding products or services, organizing group tours and personal itinerary for travelers. Expert in taking or entering orders, creating/canceling accounts and obtaining details of complaints. Familiar with principles and processes of customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**EXPERIENCE**

**Customer Sales Representative**

*Big Bus Tours Dubai, Dubai, United Arab Emirates | Oct 2016 – Present*

* Liaising with clients in person, over the phone or via email to discuss their travel requirements.
* Advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
* Preparing customized itineraries to suit the clients’ preferences and budget.
* Issuing tickets or relevant documents.
* Modifying existing bookings to suit a change in clients’ circumstances.
* Researching destinations and keeping up to date with travel industry news.
* Factual training with other team members and management.

**Customer Service Representative**

*Vista Language Center, Douala, Cameroon | Dec 2014 – March 2015*

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**SALES ASSOCIATE**

*Ets Tchana Sarl, Douala Cameroon* | *Sept 2013 – Dec 2014*

* In charge of sales and customer orientation in purchases: answering customer needs by providing vital and exact information concerning products and services.
* Enhances staff accomplishments and competence by planning delivery of solutions.
* Answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
* Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Prepares reports by collecting, analyzing, and summarizing information. Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; bench marking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

**Bilingual Social networks Communicator**

*Cameroon O Bosso, Bali, Douala –Cameroon | Feb 2009 – August 2013*

Running the website page of the organization by publishing daily activities by writings (English and French) and demonstrative photographs. Keeping the Social Network pages up-to-date, representing the organization wherever necessary, and collecting video for the YouTube Channel upload. Organized large databases of hundreds of population for online and digital campaigns and information (Facebook, Twitter, YouTube, Email…).

Consolidating and establishing new relationship among some of the other Civil Society Organization. Being in charge of relation between local/quarter development committees and our civil society organization, helping them to implement project that will develop their communities and/or locality.

SKILLS

* Sales and customer service
* Negotiation and persuasive skills for better results
* Commercial awareness
* Good interpersonal relation Management
* (French-English-German)
* Gorgeous, welcoming, and serviceable.

**SOFTWARE**

MICROSOFT OFFICE (Word, Excel, PowerPoint, Publisher)

NCH Suite for Project Management.

**EDUCATION**

**Post Graduate Diploma in Sociology**

*University of Douala, Cameroon | 2013*

**BSc in Sociology**

*University of Douala, Cameroon | 2012*

**LANGUAGES**

**ENGLISH** (Excellent), **FRENCH** (Excellent),

**GERMAN** (intermediate)