**Name**: KETCHA

**E-mail**: ketcha.369560@2freemail.com

**Date of Birth**: 14th DECEMBER 1995

**Nationality**: CAMEROONIAN

**Visa status**:EMPLOYMENT

**PERSONAL SUMMARY**
Tatiana is an expert atproviding exceptional customer service and creating a customer centric environment. She is a goal oriented individual who embraces the challenge of mediocrity and pushes past it. Possessing extensive knowledge of basic retail and whole sale concepts, visual merchandising and loss prevention techniques has allowed him in the past to achieve all goals that have been set for him. As a true professional she can communicate fluently in both **English** and **French**. Always exhibits a cheerful demeanor toward others, and uses a win-win approach to help remove barriers. Her key strengths lie in the fields of customer satisfaction, sales generation and loss prevention. During her career she has worked in well-known retail and whole sale stores and super markets, and has successfully sold equipment, furniture, shoes and clothes. Right now she would like to work for a company that shares her values and commitment to delivering a friendly and enthusiastic customer experience to all customers

**CAREER HISTORY**

**DELIVERY ASSOCIATE (WALKER) N00N EXPRESS DUBAI FROM MARCH TO MAY 2017.**

**RESPONSIBILITIES:**

* **Responsible to deliver packages to customers at their various residence.**
* **Collect payment by card or cash.**
* **Give feedback always for the company improvement.**

**SALES REPRESENTATIVES.** Vodafone electronic company YAOUNDE-CAMEROON 2015-2016

**Customer care service**. OLAM CAMEROON DOUALA-CAMEROON 2014

**Customer care services.**KADO SUPERMARKET DOUALA-CAMEROON 2013

**Duties**

* Responding quickly and resourcefully to customer requests or concerns.
* Responsible for ensuring that each customer receives the best service possible, and for assisting in the execution of all store initiatives that contribute to generating sales.
* Using suggestive selling techniques to increase sales.
* Giving information to customers about products.
* Operating the till.
* Up selling and making recommendations to customers.
* Serving multiple customers in a short period of time.
* Carrying out re-merchandising, display, price markdowns duties.
* Accurately completing cash register transactions.
* Receiving store deliveries.
* Representing the store in a professional and positive manner.
* Creating and maintaining long-term relationships with regular customers.
* Assisting in all store administrative tasks.
* Taking care of the customers’ needs while following company procedures.
* Executing marketing and visual merchandising initiatives.
* Occasionally opening and closing the store.
* Organizing the display of merchandise.
* Assisting customers with choices by providing them with information about products.

**KEY SKILLS AND COMPETENCIES**

* Able to engage and speak to customers.
* Customer service experience in a retail environment
* Communicating effectively and professionally.
* Can work at a sustained pace and produce quality work.

**Personal Strengths**

* Highly enthusiastic individual who has a strong desire and commitment to achieve both personal and professional goals.
* High energy levels.
* Physically fit and capable of repetitive bending, prolonged standing, twisting, stooping, squatting and climbing.
* Willing to take ownership of problems.
* Dependable and trustworthy.
* Willing to work late nights, overtime and weekends.
* Punctual and always on time for work.
**AREAS OF EXPERTISE**

Store Operations
Front-end operations
Merchandising
Retail operating standards

**ACADEMIC QUALIFICATIONS**

Advanced Level Certificate. JUNE 2013

Ordinary level certificate JUNE 2012