**CURRICULUMVITAE**

**Customer Service Professional**

NAME: PELATIAH

NATIONALITY: CAMEROONIAN

DATE OF BIRTH: 21 MARCH 1992

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VISA STATUS: VISIT VISA

**Objective**

* + To work in a challenging environment as a customer service agent, where I will be able to provide prompt and courteous service to the customer of the organization handling different customers – irate customers, offensive customers and defensive customers, children and phone calls.
	+ Obtain a customer service position in your company where I can maximize my people oriented experience, communication skills and my problem analysis and problem solving abilities.
* Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.
* To join an organization that offers me a constructive workplace for communicating and interacting with customers and people.
* Seeking a position that will benefit from my customer service experience, positive interaction skills where my 5 years experience can improve the customer satisfaction.
* Obtain a customer service management position where I can effectively utilize my expertise in customer relations and staff leadership.
* Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.
* To enhance my professional skills in a dynamic and stable workplace.
* To solve customer’s problems in an effective/creative manner in a challenging position in the company.

**Career Summary**

Five (5) years of experience in providing customer and personal services, responsible to provide good management, administrative, training and motivation to junior sales agents, expert in branding, advertising and marketing, responsible to work in all environment and in group to handle many customers and provides better customers satisfaction, responsible to manage two department effectively by providing punctual and friendly services to customers.

**Certification**

Bachelors degree

**Job Experience**

**POLYCAM ENTERPRISE;2014-2017**

**SKY ENTERPRISE;2017-2018**

* Responsible in assisting the manager in preparing distribution of product to various salespersons and sales point.
* Implement an online marketing strategy to create awareness of new products to customers**.**
* Welcome customers with smiling face, greet them and putting them on sit and attend to their need.

Maintain customers relationship with the company so the company does not lost a customer to a competitor.

* Balance account at the end of the day from salespersons and sales points.
* Make daily report on customers behavior and satisfaction and equally on daily sales to know if a particular product is highly consumed or not.
* Branding of all location for conventions and lunching of new product.

Marketing animation and Advertisements south west region.

* Brings reliable information about other competitors. Publicity of new companys services and materials. Performing other specified duties whenever assigned.
* Provide customers up to eight hours service every day.
* Attend monthly staff meeting and training sessions.
* Multi tasking.
* Excellent written and Verbal communication skills (ENGLISH/FRENCH).
* Sales and Marketing skills.
* Customer Service skills,
* Good Leadership abilities
* Data analysis.
* Well verse in computer knowledge. (MS Internet, Word, etc) and able to adapt to new software practices.
* Ability to work in a team, adaptability and ability to work under pressure, Good team spirit, Hardworking, Good organiser.
* Good analytical and communication skill.
* Focus, Achiever, Learner.
* Good mediation and Problem solving aptitude.
* Honest, trustworthy, respectful, and sound work ethics.

**Language**

* English: fluent in writing, reading and speaking.
* French: moderate in writing, reading and speaking.
* Researching, New Technologies.
* Music
* Sports: Lawn-tennis, Football, Hand ball.
* Reading: Success motivation books.