**MARYLENE**

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**PROFILE SUMMARY**

Versatile and Results-oriented, Sales Associate with a 2 years plus verifiable recordof excelling in customer service and selling techniques. Proficient in cashiering duties, transfer and display of merchandise. A team oriented and collaborative individual who communicates effectively with customers and provide them with accurate product information. Demonstrate ability to increase customer satisfaction and to develop strong business relationship with customers.

***Experience:-***

**Guaranty Trust Bank, Nigeria. Dec 2016-July2017.**

**Department:** Customer Service/ Teller.

* + Payment and receiving of cash lodgment.
  + Calling-over of receiving and posting tickets.
  + Transaction,balancing and receiving of cheque lodgment.
  + Handling of Western Union Transactions.
  + Credit card sales and recovery of traders loans.
  + Sales of business accounts and personal accounts.
  + Selling of car loans to qualified customer and recovery of loans.
  + Using of cold canvassing,visit eligible buyers.

**Responsibilities**

* Receiving Customers and attending to their needs.
* Receiving cash lodgement
* Sorting cash for the ATM
* Follow-up for collection of payment.
* Provide on-the-job training to new sales employees.
* Team leader and road manager out door sales

**Amaecom Home Of Fashion located in Lagos State, Nigeria. August2009-November 2012.**

**Customer Care Service: Sales Associate/ Customer Representative**

* + Using my initiative to provide 100% customer service.
  + Greeting of every customer with smiles on arrival.
  + Attending to customer's complains and ensure customer is happy with our service.
  + Starting conversation with customers to know their needs so as help them.
  + Introducing amaecom various products and brand to customers and giving discounts.
  + Knowing the features, advantages and benefits of each product.[Product Knowledge].
  + Always confirming that a customer is fully satisfied before ending any conversation.
  + Being able to analyze a situation with the information given by the customer, then suggesting multiple solutions to any problems and making sure each customer leave with a smile on his or her face.
  + Humble interaction and maintaining good customer relation.
  + Providing helpful information to assist customer making the right choice
  + Arranging of items and refiling of sold.
  + Introducing amaecom branded product.
  + Supply and delivery of Amaecom branded products to customers location.

***Education***

* High school certificate 2005
* High School Diploma Certified 2016

**Other Skills**

Computer literate: good knowledge of MS word, e-mail and internet.

**Personal details**

* Date of birth: 20, April, 1989
* Nationality: Nigerian
* Language: English (Speak, Read and Write fluent)
* Height: 1.75M