

CONTACT



Hamzah Hamzah

📍 Al Muteena, Dubai  
☎ +971569196648  
✉ hh9802978@gmail.com

OBJECTIVE

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Having worked across Sales Associate and Sales Coordinator for more than 3 years I would be a valuable asset to your team. I have a wealth of experience in achieving the targets, first class service, and resolving any queries or issues that might arise with customers or the Sales team. Seeking a challenging yet rewarding role where I can leverage my three years of experience providing fast, accurate, and empathetic support to a wide range of customers.

EXPERIENCE

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April, 2023 - June, 2024

- **Sales Coordinator**  
Central Gas Contracting
  - Receive and process sales orders in a timely and accurate manner.
  - Coordinate with the sales team to ensure sales order fulfillment.
  - Serve as the primary point of contact for customer inquiries and support.
  - Address customer issues and collaborate with the sales team to provide solutions.
  - Remain in contact with prominent customers so as to build a long term professional relationship.
  - Manage inventory
  - Assist the sales team in preparing quotations, proposals, and sales presentations.
  - Provide administrative support to enhance the team's efficiency.
  - Collaborate with relevant departments to ensure product availability.
  - Prepare and maintain sales reports, including performance metrics and forecasts.
  - Generate regular reports for management to assess sales activities.
  - Coordinate internal and external sales meetings.
  - Prepare meeting agendas, document minutes, and follow up on action items.
  - Enter and update customer information in the CRM system and Backend.
  - Ensure data accuracy and completeness for effective reporting.

February, 2021 - March, 2023

- **Sales Associate**  
Sun and Sand Sports
  - Providing customer with excellent greeting and service, and identify their requirements.
  - Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products; recommend link products at every sale opportunity; close the sale.
  - Demonstrate and maintain product knowledge, fashion trends, instore promotions at all times.
  - Handling customers queries in relation to our business and making sure to solve them to customer's satisfaction.
  - Receive cash or payment in any authorized modes from customers, issue receipts/ bills against their purchase and provide professional cash point service.
  - Follow up sales activity with clients and potential clients.
  - Keep updating customer with latest collection which we receive.
  - Directing customer's issues or special request to the manager if needed.
  - Completing opening and closing procedure in my department and make sure that all progress is meeting company standards.
  - Building professional relationship with clients with a quality image.
  - Handling operation work such as transfer, receiving shipment of stock and storing them.
  - Handling some managerial work such as (weekly reports, daily sales reports

EDUCATION

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2020

- **University of Buea**  
Bachelor's Degree in Business Administration

SKILLS

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- Excellent communication and active listening
- Multilingual
- Customer service oriented and interpersonal relationships building
- Sales and marketing skills
- Multitasking skills
- Leadership, Team player and problem solving skills
- Basic math, computer and Technological skills
- Knowledge and application of Microsoft Word, Excel, Salesforce software and CRM
- Fast ability of learning new products

LANGUAGES

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- English
- French
- Hausa
- Basic Arabic

NATIONALITY

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- Cameroonian

DATE OF BIRTH

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- 17th April, 1997

GENDER

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- Male