

PERSONAL DETAILS

Name: **Ornella Sorelle Deugoue**

Dubai: Visit visa

Address: Dubai

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Language: Excellent French and English

**RETAIL SALES ASSOCIATE**

**PROFESIONAL SUMMARY**

 Dedicated sales associate with 3 years of experience and track record of success in the sale industry. A high level of product knowledge and an ability to quickly learn details about new inventory and accessories. A commitment to building customer relationships by reaching out to new clients and nurturing positive interactions with existing customers. Extremely skilled in explaining product features and benefits to customers, negotiating packages, and closing sales deals, customer focused, energetic, multi-tasker and flexible

**SKILLS/COMPETENCIES**

* Assist walk-in customers in selecting required items and offer specials to ensure customer is exposed to the full product line for all the brands represented by the company.
* Ability to work effectively with people across all levels of a big organization
* Excellent organizational and process management skills, the ability to set priorities, and responsiveness to customer requests
* Ability to maintain composure and customer focus while troubleshooting and solving issues.
* Flexibility with working schedule.
* Strong persuasion and selling skills.
* Customer service mindset.
* Interpersonal effectiveness.
* Relationship management.
* Self-motivated and driven by targets.
* Excellent communication skills in English and French, including active listening
* Provide customers with current relevant information about the product
* Provide a high level of customer service at all times
* Describe a product's features and benefits.
* Achieve set sales targets and use creative ways to exceed the same, keeping the customer in mind.
* Knowledge and understanding of the UAE Luxury market, customer service.
* Demonstrate respect and politeness.
* Contribute to enhance sales targets with thorough product knowledge, taking opportunities to up sell and cross sell.
* Assumes and completes other duties as assigned by store management.

**KEY ACHIEVMENTS**

* Earned the best review of guest satisfaction several times.
* Achieve sales targets as communicated at the beginning of each month.
* Ensured first class guest service which enhanced positive feedback.
* Transformed an extremely difficult customer into a patron by leveraging strengths in premium quality services.
* Achieved “Employee of the Month” award for 2 consecutive months following superior customer service performance and customer feedback.
* Maintained perfect attendance for two years in a row.
* Managed the cash register accurately for three months in the absence of the cashier.

PROFESIONAL EXPERIENCE

**INVENTORY ASSISTANT**: **JARD** **DUBAI**,  **Nov 2021- Present**

* Ensure high levels of customer satisfaction through excellent service.
* Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
* Ensure that all the invalid items and non-barcoded items are segregated.
* Manually input items which are unable to be scan.
* Scan all items one by one in large quantity.
* Inventory Control; accepting incoming orders; Rotating, Stocking, and maintain inventory.
* Processed and maintained materials management details and files, buy orders, invoices, receivers, packing slip.
* Picked supplies and tools for client’s requests as showed on order.
* Ensures quality control by checking orders prepared by other clerks on the team.
* Labels, packs, and posts orders and leads efforts for mass mailings.
* Trains new staff on order process tasks.
* Proper houses keeping in the sales floor and stock room

WAREHOUSE ENCODER: **BRANDS FOR LESS GROUP** August 2019- October2020)

* Scanning items to identify add stocks, add size, content creator and damage items.
* Encoding items in to the PID machine.
* Sorting out items with the use of PID machine
* Scan TOT alongside encoded goods for refilling.
* Processed and maintained materials management details in the warehouse.
* Ensures quality control by checking stock prepared by content creator.
* Unpacks and sorts goods.
* Reflective ability to plan and finish everyday tasks with least guidance.
* Able to perform with team and to commune successfully both vocally and writing.
* Ensure full commitment to the implementation of warehouse procedure.

EDUCATIONAL QUALIFICATIONS:

* **Mass Communication University of Douala**
* **Hospitality Training**
* **Advance Level Certificate**
* **Ordinary Level Certificate**.