



ALASSA
MFOUAPON NDAM
STORE SUPERVISOR

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Date Of Birth

25 DEC 2000

Foumban, Cameroon

Nationality

Cameroonian

Gender

Male

Civil Status

Single

Skills

MS Office | Computer User



Sales Assistance



Good Communication Skills



Complaint / Issue Resolution



Warehouse Management



Fish Cutting Expert | Labeling



Fluent in English & French



Languages

English Professional

French Native

■ **Profile**

An ambitious, creative and highly motivated individual, who has a passion for a retail industry and an uncompromising commitment to quality and outstanding customer service. Knowledgeable Fish cutting worker with drive and experience helping to carry out day-to-day task.

Experienced and results-oriented Store Manager with a year of managerial experience in retail environments. Motivated professional with strengths in supervising employees and promoting optimal customer services.

■ **Studies and education**

GCE ADVANCED LEVEL -A/L , SIN GBHS

FOUMBAN, CAMEROON | 2018 - 2020

MARKETING, UNIVERSITY OF DOUALA

Douala | 2020 - 2023

Bachelor Degree in Marketing

■ **Work experience**

STORE SUPERVISOR , DUBAI FISHERMEN CO.OPR. ASSOCIATION

DUBAI, U.A.E | 03-03-2021 - CURRENT

Role & Responsibilities

- Supervising the unloading of fish in the store.
- Ensure that pulled out item is not damaged or broken
- Keep the damaged goods aside (for return).
- Creating reports for damage goods.
- Weight and count fish boxes and place both weight and quantity information on boxes.
- Always walk around to check if your workers have all the necessity tools
- Training new hires that is to help the new employee to understand role and their way of working
- Helping to resolve employee issues and disputes
- Evaluating performance and providing feedback

Customer Service Representative, MTN Cameroun, Cameroon

Douala, Cameroon | 02-07-2020 - 25-01-2021

Role & Responsibilities

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

STORE KEEPER | Part Time, CONGELCAM SA, CAMEROON

Douala | 02-07-2018 - 04-06-2020

Role & Responsibilities

- Supervising staff & distribute workers to their various position.
- Take attendance of the workers daily and keep record.
- Make sure that the goods are loaded securely and will not break or get damaged in transit.
- Helping to find the best route for the journey by map reading or either satellite.
- Responsible for securing the warehouse as well as A warehouse should always look tidy and clean.
- Always know the good that are available in the store.
- Keep record of the quantity of goods loaded and unloaded in a day.