



DIEUDONNE MENJO WIRBA

SALES MANAGER

PROFESSIONAL SUMMARY

Dynamic Sales Manager with a proven track record of empowering high-performing sales teams to drive profitability and build strong client relationships. Skilled in sales forecasting and brand-building strategies, with a talent for effective communication and performance coaching. A visionary leader who excels in optimizing profitability and fostering rapport with customers and team members.

SKILLS

- Client relationship management
- Systems and software expertise
- Rapport and relationship building
- Profitability optimization
- Visionary leadership
- Superb time management
- Verbal and written communication
- Empowers high-performing sales teams
- Sales forecasting
- Brand-building strategies
- Performance coaching
- Contact follow-up

EXPERIENCE

Sales Manager

SEP 2020 - FEB 2025 | Letsvape Llc, Dubai, Dubai

- Managed customer accounts and customer relationships.
- Established relationships with key customers, providing personalized service and support.
- Provided coaching and feedback to staff on an ongoing basis in order to improve job performance.
- Interfaced directly with customers when necessary in order to resolve issues quickly and efficiently.
- Conducted regular training sessions with sales team members to ensure effective sales techniques were used.
- Participated in customer meetings and worked closely with team to resolve customer satisfaction issues.
- Maintained up-to-date knowledge of industry developments through research activities and networking events.
- Applied different approaches to changing work demands and to meet sales challenges.

CONTACT

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Lead Cashier

FEB 2018 - MAY 2019 | Bateel Cafe Llc, Dubai, Dubai

- Performed opening duties such as counting out tills and setting up registers prior to start of business day.
- Demonstrated expertise in cash handling and customer service, providing accurate change for customers.
- Worked collaboratively with other departments within the store to provide excellent customer service experience.
- Handled customer complaints tactfully while ensuring their satisfaction was met before leaving the store.
- Exhibited strong communication skills with staff members to ensure smooth operation of the checkout area.
- Monitored stock levels at checkouts to ensure sufficient supplies were available throughout shift.
- Developed proficient knowledge of point-of-sale systems and POS software to accurately process transactions.
- Assisted customers with product selection inquiries, resolving issues quickly and professionally when necessary.
- Provided guidance and support to new employees on proper use of registers, scanners, and other equipment related to the job.
- Balanced cash drawer and performed daily audit procedures.
- Answered store phone and wrote down customer requests for deliveries, large orders, or reservations.

EDUCATION

Diploma in Biomedical Science

DEC 2016 | St Louis University, Cameroon

High School Diploma

SEP 2012 | Government Bilingual High School , Nkambe, North West Region

LANGUAGES

- **English**
Fluent
- **French**
Advanced

CERTIFICATIONS

- Cameroon Ordinary Level Certificate(CGCE)
- Cameroon Advanced Level Certificate(CGCE)

REFERENCES

References available upon request