

CURRICULUM VITÆ

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Career Objectives

Self-driven, skilled and qualified person with more than 02 years experience in customer services, sales, cash handling and other areas in the hospitality. Having proven ability in engaging customers, resolving complaints and strengthening customer-client relationships and seeking a rewarding position with a company that values its customers.

JOB POSITION: CUSTOMER SERVICE / SALES ASSOCIATE

Work Experience

Company: MOBILE TELEPHONE NETWORK(MTN)-BAMENDA CAMEROON(2020-2021)

Position: Customer Service

Duties:

- To pay special attention to customers' requests and fulfill their purchasing needs.
- To produce daily sales and delivery reports.
- To assist shop manager in ensuring all sales activities, planning and execution are at the highest level.
- To be familiar with company's range of food products, services and policies.
- To maintain up-to-date stock and shop records.
- To do stock counts.
- To update customers database.
- To maintain standard display of products, cleanliness and safety in the store.
- To perform cashier duties.
- To coordinate with colleagues.
- To perform other related functions that maybe assigned from time to time.
- To deal with customers complaints professionally and with restraint.
- To pack products for the customers.

Company: Zara Mall/Grand Mall, Douala-Cameroon (2017-2018)

Position: Sales Agent / Customer Service Representative

Duties:

- Deliver excellent customer service at all times.
- Contacting potential and existing customers to inform them about the products or services available through phone calls or online communication.
- Asking questions to understand customers' requirements and close sales.
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.

- Also find new ways of managing our facilities that reduce costs and improve efficiency, productivity and safety, then report to the authority.
- Keep up to date with current promotions, to provide information to guests, on request, while maximizing sales opportunities.
- Fulfill all reasonable requests from customers to ensure their comfort, satisfaction and safety.

Educational background

- Bachelor Degree in Nursing
- HND Nursing Science
- Advance Level
- Ordinary Level

SKILLS

- Interpersonal and communication skills
- Multitasking and Organizational skills
- Attention to details
- Time management skills
- Ability to respond to high volume calls and/or emails
- Ability to find positivity in every situation
- Team player

Language Proficiency

French	Excellent
English	Excellent