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DUBAI, UAE 971

## EDUCATION

Bachelor of Business  
Administration: BUSINESS  
MANAGEMENT - MERIT  
**HIMS**, CAMEROON, October  
2012 - December 2015

## LANGUAGES

### English

Fluent

### French

Fluent

## PERSONAL DETAILS

**Nationality:** cameroonian  
**Marital Status:** Single  
**Visa Status:** own visa

# LIE MONIQUE KAMHOUA DJUIJE

## PROFESSIONAL SUMMARY

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction. Dedicated worker with 4+ years of experience. Demonstrated history of meeting company goals and promoting best practices. Thrives under pressure and adapts to challenges with ingenuity and resilience.

## WORK HISTORY

August 2021 - September 2023

**AI SHAYA GROUP BATH AND BODY WORKS - Sales and customer service representative**, Dubai, UNITED ARAB EMIRATES

- Listened actively to offer accurate information and best solution to their needs.
- Used customer relationship management software to record detailed notes.
- Shared informational brochures and details about policies to help guests make decisions.
- Resolved customer complaints following guidelines and referred complex inquiries to team leaders.
- Maintained excellent client satisfaction by providing in-depth support.
- Answered 40 + telephone calls per day with professionalism.
- Advised customers on availability, pricing and location of products.
- Recorded information about inquiries and complaints within internal database.
- Obtained feedback from customers to improve service experience.
- Implemented customer follow up to uphold service standards.
- Offered current, accurate advice on optional solutions for concerns.
- Prepared necessary forms to complete transactions.
- Completed transactions to replace or exchange defective items.

September 2017 - March 2020

**ALYASRA FASHION - RETAIL SALES ASSOCIATE**, DUBAI AIRPORT FREEZONE, UAE

- Updated product labelling and promotional pricing.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Guaranteed high levels of customer satisfaction through product knowledge and attentive service.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.

- Assisted customers with product selection and sales, recommending items to increase transaction value.
  - Addressed customer enquiries and concerns, facilitating decision-making and minimising hesitation.
  - Prepared products for sales floor, steaming and presenting items immaculately for appealing displays.
  - Monitored display stock levels, replenishing for consistently well-stocked sales floor.
  - Resolved customer complaints and process issues with proactive problem-solving skills.
  - Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
  - Promptly greeted and assisted customers, tailoring service and sales style to suit personalised requirements.
  - Recommended merchandise based on exact customer needs, improving sales conversion rates.
  - Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
  - Maintained knowledge of current promotions, refund guidelines and payment policies, providing reliable customer advice.
  - Created attractive product displays to enhance customer engagement and boost sales.
  - Explained information about quality, value and style of products to influence customer buying decisions.
  - Explained product benefits maximising customer engagement while driving sales.
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## SKILLS

- POS systems
- Customer relations
- Data entry
- Customer-focused
- Multilingual