



# Ntombong Promise Ottop Ayamba

📞 +237672612179

✉ ntombongpromise@gmail.com |

📍 Dubai, UAE |

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## Summary

Dynamic and results-driven Customer Service Professional with proven expertise in delivering exceptional service and resolving customer issues efficiently. Demonstrated ability to handle high volumes of inbound and outbound calls, consistently achieving a high first-call resolution rate. Proficient in cross-selling and upselling techniques, contributing to a 20% improvement in customer satisfaction scores and consistently exceeding sales targets. Adept at using CRM systems to manage customer data, ensuring timely follow-ups and reduced response times. Strong communication skills, teamwork, and a commitment to continuous improvement, ensuring the delivery of solutions that align with business goals.

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## Professional Experience

### Ambient

**Feb 2020 - July 2021**

#### Aswaq Hypermarket, Dubai

- ◆ Delivered prompt and effective solutions to customer queries, complaints, and technical issues, resulting in a 20% improvement in customer satisfaction scores
- ◆ Designed and maintained ambient displays that boosted product visibility and increased category sales
- ◆ Optimized inventory management processes, ensuring 100% product availability and reducing stock discrepancies by 98%.
- ◆ Implemented targeted promotional strategies, leading to a 28% increase in revenue for key product categories.
- ◆ Maintained a compliant and organized workspace, contributing to a 89% improvement in health and safety audit scores.
- ◆ Trained and supervised team members, enhancing operational efficiency and improving team productivity.
- ◆ Conducted in-depth sales and inventory analysis, resulting in a reduction in shrinkage and improved stock turnover rates.
- ◆ Streamlined operations through process improvements, achieving a 9% decrease in operational costs.
- ◆ Consistently surpassed performance targets, contributing to overall department and store success.

### Cashier at Aswaaq Supermarket Dubai

**July 2020 - July 2021**

- ◆ Accurately scanning items, applying discounts or coupons, and calculating the total amount due.
- ◆ Accepting cash, credit cards, and debit cards, WAFA account payments and providing correct change.
- ◆ Greeting customers, answering questions, resolving issues, and maintaining a positive attitude.
- ◆ Properly packing purchased items into bags.
- ◆ Keeping the register and surrounding area clean and organized.
- ◆ Accurately calculating totals and change.
- ◆ Adhering to company procedures regarding returns, exchanges, and promotions.
- ◆ Balancing the cash register at the end of each shift and reporting discrepancies.

## Online Sales Agent at Aswaaq supermarket Nad Al Sheba store    Dec 2020 - July 2021

- ♦ Assisting orders of customer through online.
- ♦ Communicating with customers by email, phone, and face-to-face.
- ♦ Explaining and demonstrating products to customers.
- ♦ Provide them with detailed product information even remotely.
- ♦ Simplify the payment process and guarantee simple and relatively fast delivery.
- ♦ Meeting sales targets.
- ♦ Compiling weekly and monthly reports.

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## Education

B.Sc. in Business Administration  
**University of the People - California**

**Jan 2022 - Present**

GCE Advanced Levels  
**Progressive Comprehensive High School**

**Sept 2017 - Aug 2018**

GCE Ordinary Levels  
**St Mary College**

**Sept 2015 - Aug 2016**

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## Certifications

Duolingo English Proficiency

**Oct 2024**

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## Languages

<b>English</b>	Full Professional Proficiency
<b>French</b>	Full Professional Proficiency

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## Skills & Competences

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| ♦ Excellent Communication Skills                | ♦ Adaptability and Quick Learner       |
| ♦ Elite Organizational Skills                   | ♦ Critical Thinker and Detail Oriented |
| ♦ Outstanding Time Management Skills            | ♦ Client Relationship Management       |
| ♦ Exceptional Problem-Solving and Adaptability  | ♦ Collaboration & Teamwork             |
| ♦ Microsoft Office and CRM Software Proficiency | ♦ Active Listening Skills              |
| ♦ Excellent Customer Service                    | ♦ Telephone Etiquette                  |

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## Interest & Hobbies

I am passionate about traveling and meeting new people. I enjoy staying updated on social and economic trends as well as technological innovations. I love reading in general, cooking and I have a strong interest in sports like Soccer and Basketball.