



# ZANDRY Edmond

## PROFESSIONAL SUMMARY

An organized and motivated person, creative with a strong work ethic, excellent marketing, customer service and facility oversight skill. Highly effective and comfortable working with people at all levels in organization. Self motivated professional successful in innovation in business. Background in increasing profile, reducing costs, and transforming customer service standards. I'm looking to put my skills to good use in challenging new position.

## CONTACT

Phone:  
+971557393162

Email:  
redssilva018@gmail.com

Localization:  
Dubai

## EDUCATION

2023-Certificate- English  
Intermediate from English Word  
Institute(US online)

2022 – Master I in Management  
Finance and Accountant (University  
Madagascar Antananarivo)

2021  
Bachelors degree- Finance and  
Accountant (University Madagascar  
Antananarivo)

2017  
Baccalaureate (High Technical School  
Madagascar)

2017  
Certificate - English from ECCF  
(English Communication Club and  
Flowers)

2016  
Certificate-Cashier

## LANGUAGES

Malagasy: Native  
English: fluent  
French: fluent

## WORK HISTORY

*March 2023 - Currently*

**Customer Services** - Dubai

- Provide exceptional to clients, understanding their needs and preferences
- Providing professional guidance throughout the sales process
- Strong negotiation and closing skills.

*August 2021 – May 2022*

**Cashier - Supermarket**, Madagascar

- Provides a positive customer experience with fair, friendly, and courteous services
- Registers sales on cash register by scanning items, itemizing and totaling customer's purchases
- Resolves Customer issues and answer their questions. Bags purchases if needed

*July 2019 – February 2020*

**Cyber Manager** - Antananarivo Madagascar

- Assist Customers when they have a trouble or questions using computer software
- Provide services such as encoding, printing, downloading and all other operations
- Time customers of the number of minutes or hours they will use the computer or internet
- Keep accurate records of logs and inventories of the Shop

*November 2016 – April 2017*

**ACCOUNTANT INTERN- SUPERMARKET**, Madagascar

- Registration of daily transactions, purchases and sales
- Manage the accounting tax and bank statements
- Preparing journals, balance sheets and Income statements

## SKILLS

- Honest
- Good integrity
- Experience cashier and accountant
- Good Typing 30-40 WPM