

# Ndosak Rina

SALES ASSOCIATE



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## Objective

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To be part of a progressive company wherein I can apply my knowledge and skills obtained from my previous job while showcasing my expertise in customer relations to help the company reach its goal constantly. To obtain a challenging sales associate position in a dynamic and innovative organization where I can use my technical and analytical skills.

## Experience

### Carrefour supermarket ( MARINA SILVERENE)

March 2024 – till present.

#### Sales Associate

- Scan goods and ensure pricing is accurate.
- Issue receipts and refund.
- Cross-selling products and introducing new ones.
- Resolve customer complaints, guide them and provide relevant information.
- Greet customers when entering or leaving the store.
- Maintain clean and ready checkout areas.
- Track transactions on balance sheets and report any discrepancies.
- Handle merchandise returns and exchanges.

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### AL Tayer Logistics (Al Quoz, Dubai)

January 2022 - February 2024

#### Outbound Logistics officer

- Managed the dispatch of finished goods to the customer and distribution center, ensuring on-time and accurate deliveries.
- Coordinated with warehouse and transport teams to schedule shipments, prepare documentation and load vehicles efficiently.
- Maintained excellent communication with sales, customers service and inventory teams to align order fulfillment with customer requirements.

- Reduced delivery errors by 30% through process improvements and staff training on order accuracy and handling procedures

**ROMIS HOME PETS NURSERY (DIP BRANCH)**

Nov 2020 – Dec 2021

**Customer Service/ Sales Representative**

- Handled customer inquiries via phone, email, and in person, resolving promptly and maintaining a high level of customer satisfaction.
- Managed front desk operations, including greeting visitors, answering calls, and directing them to appropriate departments.
- Processed customer orders, returns, and refunds, ensuring accuracy and adherence to company policies.
- Assisted in maintaining and updating customer records in the database.
- Supported administrative functions such as scheduling meetings managing calendars, and organizing company events

**Education**

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**Akademikka Training Institute, Dubai**

**Dec 2024 –Jan 2025**

***The Fundamentals of Aviation Management***

College Polyvalent Sainte Grace Yaoundé, Cameroon

June 2019

***Advance Level Certificate of Education***

**Skills & abilities**

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- Extensive customer service experience
- Excellent interpersonal communication skills
- Excellent in oral and written English, fluent in French

**Other Skills**

- Proficient in Microsoft word and excel
- Aesthetician (beautician)