

Sokombai Roland

Dubai

sokombaibelang5_qt6@indeedemail.com

0502825894

To contribute to a dynamic enterprise offering adequate opportunities for career advancement based on skills experience and merit where my strengths can be exploited to optimal use for personal as well as the development to the organization.

Willing to relocate: Anywhere

Personal Details

Birth Date: 1988-03-05

Eligible to work in {country}: Yes

Industry: Sales

Work Experience

RETAIL SALES ASSOCIATE / CUSTOMER SERVICE

CARREFOUR - Dubai

May 2019 to February 2021

AGENT

Responsibilities

- Interacted with approximately 5000+ customers daily, building strong customer base through providing personalized product guidance, resolving issues, following up on purchases, and opening new accounts.
- Provided outstanding customer service while maximizing sales and serving as a positive role model for team members.
- Successfully handled crowds of over 400 people during demanding sales events and in store operations.
- Implemented marketing strategies to substantially increase store productivity and repeat-cliental.
- Built rapport with customers by asking probing questions and utilizing effective listening skills and consistently maintaining top performance sales goals
- Stocked shelves and verified inventory codes

E-commerce

Carrefour - Dubai UAE

May 2019 to February 2021

- Picking items being ordered by customer, prepare it and hand over to driver for delivering.
- Uploading and stocking in warehouse.
- Refilling items in selling area.
- Checking items nearly to expire.

- Helping customers by listening to what customer needs by taking to the location of the items.
- Greetings customers and being friendly.
- Doing facing of items in selling area.
- Calling and receiving calls in customer service

SALES ASSOCIATE

MTN TELECOMMUNICATIONS CAMEROON

January 2016 to January 2019

Responsibilities

- ❖ Setting up telesales campaigns along with the market manager to promote the services that are being offered to fresh clients.
- ❖ Marketing of the company's product on phone.
- ❖ Working on tight schedules and deadlines to considerably enhance the fiscal income of the company. This can be done by selling services at the location with a good offer.
- ❖ All the telesales campaigns are recorded and maintained.
- ❖ Maintain a detailed database of potential clients.
- ❖ Notify market managers immediately if there are any client disputes or problems.
- ❖ Be a complete team member and contribute to the growth of the organization.
- ❖ Updating the existing customer-relationship database with the new details.
- ❖ Answer incoming telephone calls, operate PBX and multi-line telephone system.

Education

High school or equivalent

Skills

- E-commerce (2 years)
- E-commerce (2 years)

Languages

- English and French - Fluent

Certifications and Licenses

Advanced Diploma

June 2009 to June 2011

This certificate is a certificate to show that I attended high school

Additional Information

Am a hard working person that is ready to work anywhere in UAE and it will be my pleasure to receive a call for an interview so that I can explain more about my experience.