

GUY BERTRAND TENTEU

DUBAI , UAE • +971 526650340, bertrandtenteu@gmail.com

Retail Professional – Sales Associate

I am a talented individual and will bring my sales talent, fashion sense, and passion for clothing to your company. I have a proven track record of success in sales and possess the ability to coordinate a high level of activity under a variety of conditions and constraints. As a winner who won't take no for any answer will consistently exceed your expectations. On a physical level have the strength to reach, move, and handle merchandise in both high and low areas. Company that offers its staff superb career opportunities, job enrichment and a supportive work environment.



Personal Details

- Nationality : Cameroonian
- Gender : Male
- Marital Status : Married
- Visa status : Resident Visa
- Languages : English and French (proficient)

Personal Strength

- ✦ Customer Service
- ✦ Customer Care and Service
- ✦ Communication skills
- ✦ Stress Management
- ✦ Active Listening
- ✦ Organizational Skills
- ✦ Time Management
- ✦ Conflict Resolution

Professional Experience

Sales Associate (2019-2021) Douala Grand Mall(Cameroon)

Key Responsibilities:

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

Sales Associate (2016-2018) City Sport Shopping Center(Congo Brazzaville)

Key Responsibilities:

- Ensuring that all customers receive excellent service through direct salesmanship, and prompt and courteous service.
- Assisting customers with questions, needs and purchases.
- Attending weekly sales meetings.
- Cultivating successful relationships with retail customers.
- Completing each transaction in a quick and efficient manner.

- Leading all social media sales initiatives.
- Cleaning shelves, counters, and tables.
- Greeting each customer that comes into the store in a warm manner.
- Identifying customer requirements.
- Preparing merchandise for display.
- Assisting customers with purchase decisions.
- Assisting in physical inventory counts.
- Implementing all visual merchandising standards.
- Setting up merchandise on the sales floor.
- Making sure that customers receive receipts on all purchases.
- Helping customers try on or fit merchandise.
- Watching out for loss prevention through leakage and theft.

Sales Representative (2014-2016)

Gardens Shopping Center(Mall)Cape Town, South Africa

- Interface with customers to identify purchasing needs and direct them to appropriate department; recommend additional products or cost-effective alternatives to enhance service and satisfaction.
- Champion promotional items to increase sales revenues and actualize consultative sales techniques to achieve set sales goals; confirm and change price signage on designated products during seasonal promotions.
- Facilitate inventory and stock management; conduct routine cycle counts and inventory audits to assist department manager and store replenish inventories while minimizing excess.
- Maintain and organize store displays to enhance product visibility and expedite product location activities.
- Provide training to new employees to uphold company policies and sustain customer satisfaction.

Education

- B.A. in Bilingual Letters(English and French)
- Diploma in Sales and Marketing

Conferences and Courses

Online Training-Sales Training for high performance
Online Training-Sales Training on practical Sales Techniques

Professional Development

- Computer knowledge (Word, Excel, Data entry and Power point).
- Excellent interpersonal and communication skills.
- Self driven and working under minimum supervision.
- Part Time Teacher.