



# EKWOGE MBONGUE SOLANGE

TELESALES ENGLISH AND FRENCH

## INTRODUCTION

Results-driven customer service executive with over 3 years of progressive professional experience. Self-confidence, integrity, and commitment to customer service excellence. Creative, pragmatic and proactive problem-solver. Organized and attentive to detail, with demonstrated time management skills. Strong research, mediation, and negotiation skills gained from work place experience. Dynamic oral, writing, interpersonal, and presentation skills. Energetic team member. PC proficient.

## PROFESSIONAL SKILLS

**Service Orientation** - Actively looking for ways to help people.  
**Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. An ability to be proactive.  
**Critical Thinking** - Using logic and analysis to identify the strengths and weaknesses of different approaches.

## CAREER PROGRESSION

### THE FIRST GROUP DUBAI (REAL ESTATE)

*Property Wealth Executive - 2018 till Present*

- Contact potential or existing customers to market products or service or upgrades, special promotions amongst others.
- Receive and make calls within and without the company to facilitate the smooth running of the organization.
- Answer questions about products or the company
- Ask questions to understand customer requirements and close sales
- Direct prospects to the field sales team when needed
- Enter and update customer information in the database
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales
- Keep records of calls and sales and note useful information

### AL ZUHOUR PRIVATE SCHOOL SHARJAH

*Homeroom Teacher August 2016 to 2017*

- Planned, prepared and delivered instructional activities that facilitated active learning experiences
- Developed schemes of work and lesson plans.
- Graded class work, homework, tests and assignments.
- Encouraged and monitored the progress of individual students.
- Maintained accurate and complete records of students' progress and development.
- Managed student Behavior in the classroom by establishing and enforcing rules and procedures.
- Participated in department and school meetings, parent meetings.
- Kept up to date with developments in subject area, teaching resources and methods and made relevant changes to instructional plans and activities.

## CONTACT DETAILS

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## TELESALES ENGLISH AND FRENCH

### **ORANGE CAMEROON (TELECOMMUNICATIONS)**

*Sales/ Telesales Representative.*  
*2013-2015*

- Ensures that each customer receives outstanding service by providing a friendly environment which includes greeting, and acknowledging every customer.
- Gaining a clear understanding of customers' businesses and requirements
- Negotiating on price, costs, delivery and specifications with buyers and managers;
- Challenging any objections with a view to getting the customer to buy.
- Advising on forthcoming product developments and discussing special promotions.
- Aid customers in locating merchandise.
- Keep customers updated on latest company's product and answering questions about products and the business Reviewing own sales performance, aiming to meet or exceed target.

### **ACADEMIC BACKGROUND**

#### **UNIVERSITY OF YAOUNDÉ II SOA CAMEROON**

*Bachelors in Law - Dec. 2011 - June 2011*

#### **CHATTERED INSTITUTE OF MARKETING (CIM)**

*Level IV professional certificate in Marketing*