**Godwill Chemfor Neba**

Senior Sales | Customer Service | Business Development

0559616150

godwillchemfor@gmail.com

www.linkedin.com/in/godwill-chemfor

**SUMMARY**

* Profile: Senior Sales Executive and Customer Service professional with 9 years of diversified experience from sales, business development to customer engagement at leading companies in UAE
* Expertise: Tele-Sales, Sales Consulting, Business Development, Customer Service, Customer Engagement, Administration
* Education: Bachelor in Geography

**WORK EXPERIENCE**

Jan 2021 - Present **Relationship Manager** at **DAMAC Properties/Hospitality**, Dubai (UAE)

* Calland pitch clients investment opportunities in Dubai
* Do sales presentations on MS Teams, Ziwo, Salesforce and Power BI
* Dealing with owners regarding rental and management of their properties
* Organize office meetings with owners/ interested clients to discuss property furnishing options, generate pro-forma invoice and purchase offers
* Prepare DER on SF/Xero for approval and updating the purchase offers
* Signing up new owners to manage their properties
* Do site tours and property viewing with interested clients
* Identify potential opportunities and follow up to generate new sales
* Work with internal departments to ensure the company meets clients’ expectations
* Follow up for the client’s SPA to be released, DLD registration, every paper work and utility subscription smoothly done

July 2017 - Sept 2020 **Senior Tele - Sales Executive** at **The First Group Hotels**, Dubai (UAE)

* Pitched clients of prime luxury Dubai Hotel investments ($300k - $1.5M)
* Provided presentations, organized site visits and sent clients to sales agents
* Organized 100 cold/warm calls per day and provided leads to sales agents
* Assisted in training of 15 new onboarding Telesales Representatives
* Three times nominated as the Top 3 performing Sales Representative
* Generated new business by signing up agents and birthing new leads
* Sell Dubai travel and tourism packages to clients out of the UAE

Dec 2016 - May 2017 **Customer Service Agent** at **Noon Express**, Dubai (UAE)

* Worked and cared of customers’ orders through website (50 orders/day)
* Communicated with customers that are on route to track their movements
* Contacted customers in case of any failure attempts made by delivery agent
* Monitored delivery agents’ movement and provided support (App issues, security, safety, finance)
* Provided daily feedback to the customer service supervisor
* Sorted and organized 50 packages to be delivered to routes for agents
* Synchronized stocks of newly purchased in the system data as well as those which have been sent out for delivery.

Dec 2014 - Dec 2016 **Sales Associate (Team Leader)** at **Sun and Sand Sports**, Dubai (UAE)

* Provided a 100% customer service and answered different queries
* Exceeded sales quotas by over 150% constantly by effective up/cross sales
* Demonstrated knowledge of products with customers’ satisfaction score A
* Called 10 customers daily to ensure they received right product information
* Ensured that refilling team did all the refilling when the products are sold
* Replied to emails, and pushed for more sales of the products that sell well
* Reconciled cash, records and receipts prior to the end/start of each shift
* Controlled stock and ensured requested pullout and deliveries are done

Aug 2012 - Oct 2014 **Assistant Store Manager** at **Bab Al Shams Fashion**, Dubai (UAE)

* Worked on the weekly schedule for all the staff
* Checked the stock inventory to see what is getting short in the back store
* Prepared stock request and forward to General Manager for confirmation
* Placed orders to suppliers for stocks to be delivered
* Oversaw cash management – void assessment, discount approval and daily cash-flow monitoring
* Control cashier handover at end of each shift to be done according to SOP
* Managed a team of 10 store executives to run the entire store operations
* Resolved customer complaints and negotiated solutions for preventing a loss of customers by 20%
* Led the store in all undertakings including; marketing, sales, and operations

**EDUCATION**

2009 - 2012 Anglo-Saxon University of Buea

* **BSc in Geography**

**KEY COMPETENCES**

* Sales
* Phone Sales & Marketing
* Sales Consultant
* Customer Engagement
* Customer Service
* Customer Relationship Management
* Business Development
* Administration
* Time Management

**SKILLS**

* Self-motivated, goal orientated team player with energetic and enthusiastic approach to work
* Strong Communication and business development skills
* Ability to work under pressure in a highly competitive environment
* Punctual, Courteous and Presentable
* Multi-tasking capabilities
* Independent Worker
* Good Listener
* Attentive to Details
* MS-Office
* UAE Driving License

**LANGUAGE**

English (native), French (fluent)