



# NDIKO SLENGE BIE MANENE



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Cameroonian



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Single

## 4 Years UAE experience

### Profile

#### What I have to Offer:

Driven Customer representative with 5 years of experience in both indoor and outdoor services. A high level of product knowledge and an ability to quickly learn details about new inventory and accessories. A commitment to building customer relationships by reaching out to new clients and nurturing positive interactions with existing customers. Extremely skilled in explaining product features and benefits to customers, negotiating packages and pricing and closing sales deals.

### Work Experience

#### Receptionist cum cashier JAKOM L.L.C Dubai UAA December 2019 to present

- Receiving general requests and inquiries via telephone, Walk in e-mail and regular mail from customers regarding High bill, low pressure, leaks in mains or lines, final bills, connecting or disconnecting of service, transfer of accounts, Or refunds of deposits, processing the requests and inquiries with tact and politeness.
- Investigating the complaints of customer's reports of poor service in the field.
- Checking buildings for client contact and feedback.
- Provided timely and comprehensive solutions and answers to client questions about product issues when asked.
- Created detailed sales contracts for new and existing clients when products and services were ordered and walked the customer through all of the terms and sections.
- Increased the rate of customer retention by 18 percent within the first year of employment by focusing on weekly existing client contact and feedback.
- Supported a sales associate staff of 12 by managing customer databases, preparing correspondence and sending out sales contracts.
- Communicated with clients on behalf of sales associates when there was a concern or a question about a product or service.
- Represented the company at quarterly trade show events by working a sales booth station and providing information about products and services.

## Experience

### Hotel Receptionist Chariot Hotel (AUGUST 2016 to May 2018)

- Greet all guests and assist them with check-in and check-out
- Maintain a positive attitude and friendly demeanor
- Respond to all guest questions and requests
- Answer and forward phone calls
- Manage guest bookings and reservations
- Keep a tidy and orderly workspace
- Assist with administrative and clerical tasks as needed
- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information.
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies.

## EDUCATION

- Diploma in Business management ( Certified Business Administrator) Zabeel Institute Of Management and Technology UAE Dubai
- KHDA in Business Management 2021 – Zabeel Institute Of Business Management and Technology UAE Dubai
- High School Diploma ( GCE Advanced level certificate) 2015 - Cameroon

## Hobbies & extra-curricular activities

- *Computing*
- *Reading*
- *Listening to music,*
- *Playing games,*
- *Dancing*
- *Swimming*
- *Exercising*

## Technical Skills

- Ability to persuade others, which helps me convince clients to purchase recommended products or services.
- Effective communicator when speaking to clients or colleagues and when dealing with written correspondence.
- Strong listening skills to give customers a sense that their questions or concerns will be dealt with immediately.
- Commitment to providing excellent customer service in all aspects of a sales transaction.
- Fine attention to detail where mistakes or other discrepancies are spotted.
- Excellent knowledge of MS Office
- Familiarity with BRM and CRM practices along with ability to build productive business professional relationships
- Highly motivated and target driven with a proven track record in sales
- Excellent selling, negotiation and communication skills
- Prioritizing, time management and organizational skills
- Ability to create and deliver presentations tailored to the audience needs
- Relationship management skills and openness to feedback
- Bachelor's degree in business or a related field

### Personal skills

- *Honest and Trust worthy*
- *Goal oriented & career driven*
- *Quick learner*
- *Excellent Communication & interpersonal skills*
- *Enthusiastic to meet new people*
- *Organized, disciplined self-motivated*

### Computer Skills

- *MS Office Word,*
- *Excel, Typing*

### Language Skills

- *Arabic (written and spoken)*
- *English ( US, UK) – Fluent (Written and spoken).....*  
... .....**10/10**
- *French - Beginner(Written).....*

*Sir/Madam,*

*Please find attached (on the next page) a copy of my Computing attestation for your consideration. I am an excellent candidate for this position as office assistant as it closely matches my skills and experience. I look forward to hearing from you.*

## Skills

## Declaration