

PERSONAL PROFILE

Full Name : ZIAMAH ROMANUS ZAOLEFACK
Date of Birth : 18-09-1995
Visa Status : Employment Visa
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Gender : Male
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Position: SALES EXECUTIVE

OBJECTIVES

To work in a position where I will increase gains in profit performance, revenue growth and market share by using my expertise and skills in business management and entrepreneurial drive.

CARRIER SNAPSHOT

TEEMA SKY HARDWARE GENERAL TRADING LLC	2019 to Present	Sales Executive	Deira Dubai-UAE
EXPERIMENTAL ALIMENTATION	2015-2018	Sales Associate	Cameroon
NEW LIFE GENERAL TRADING	2012-2014	Salesman	Cameroon

CAREER SUMMARY/PROFESSIONAL EXPERIENCE

TEEMA SKY HARDWARE GENRAL TRADING LLC

Position: Sales Executive

Duties and responsibilities

- ⌘ Representing the company in various exhibitions and trade fairs
- ⌘ Launching and distributing several products
- ⌘ Boosting sales in my department every month
- ⌘ Researching the market on a regular basis for related products
- ⌘ Arranging several effective client demonstrations
- ⌘ Liaising with the suppliers in order to make sure that existing orders increase

EXPERIMENTAL ALIMENTATION

Position: Sales Associate

Duties and responsibilities

- ⌘ Exceed sales target by 50% for a special edition product which became a part of regular merchandise later
- ⌘ Attain 100% customer satisfaction level in six weeks within initial hiring, enhancing departmental sales by 80%
- ⌘ Greet customers and assist them in finding the merchandise
- ⌘ Create appealing visual displays of products to be sold
- ⌘ Up sell products to meet sales targets utilizing referral base and strong customer relationships
- ⌘ Arrange products or merchandise to their respective areas
- ⌘ Replenish stock and clean work area

NEW LIFE GENERAL TRADING DOUALA CAMEROON

Position: Customer Service

Duties and responsibilities

- ⌘ Consult with customers by telephone or in person to provide information about products and services, update their details, cancel accounts, or to obtain details of complaints.
- ⌘ Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- ⌘ Check to ensure that appropriate changes were made to resolve customers' problems.
- ⌘ Determine charges for services requested, collect payments, or arrange invoices.
- ⌘ Refer unresolved customer grievances to designated departments for further investigation.
- ⌘ Obtain& examine relevant data to assess validity of complaints & determine possible causes.

PERSONAL SKILLS

- Ability to work with minimal supervision
- Discretion and understanding the need for confidentiality
- Excellent command over English
- Keep honest and clean records
- Good manner of approach towards people
- Patient with people of all character
- Ability to work as a team
- Self-motivated, enthusiastic and result oriented
- Physically fit and quick to learn and adapt.

PERSONAL ATTRIBUTES

- Creative | Insightful | Innovative | Organized | Assertive
- Adaptable | Excellent Communication | Problem Solving
- Proactive | Self-motivated | Team work | Multi-tasking

LANGUAGE

English, French

EDUCATION

- ⌘ Bachelor Degree at the University of Yaounde Complex Business Management
- ⌘ Higher School Diploma in Marketing and business management
- ⌘ Computer knowledge (MS-Office)

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.