**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Name: LEWIS SANTO**

**Telephone: +971523455806**

**Email: tamunang21@outlook.com**

**Languages: ENGLISH AND FRENCH**

**Nationality: CAMEROONIAN**

**Visa type: Visit Visa.**

**TELESALES EXECUTIVE**

**PERSONAL SUMMARY;**

**An experienced telesales professional with a solid track record within outbound business to business telesales. Possessing a strong commercial acumen and having a proven track record in closing deals over the telephone. Having an in depth understanding the importance of customer service and recognizing the need to balance profitable growth with customer satisfaction.**

**Currently looking to continue in a successful career sales as a telesales executive.**

**ORGANIZATIONAL AND PERSONAL STRENGTHS;**

* **Innovative with good analytical skills, loyalty, faithful, obedient, willing to work under *pressure.***
* **Good knowledge of relevant computer programs (e.g. CRM software) and telephone systems**
* **Good aptitude for team work**
* **Always willing to learn and adapt very fast**
* **Can conveniently work with people from multicultural background.**
* **Very good communication skills especially English language and good in human relationships, enthusiastic, and have excellent customer service skills.**
* **Positive attitude, strong interpersonal skills and ability to effective manage time & prioritize multiple responsibilities.**
* **Self-Motivated and ability to excel with minimum supervision.**
* **Proven experience as telesales representative or other sales/customer service role**
* **winning sales to meet targets**
* **Maintaining eye-catching effective displays within the store. Providing customers with an enjoyable shopping experience.**

**WORK EXPERIENCE;**

**Tele Sales Executive at Yallacompare.com (Feb 14 2017- Oct 2018).**

**Functions:**

* **Contact potential or existing customers (Leads) to inform them about a product or service using scripts**
* **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**
* **Take and process orders in an accurate manner**
* **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**
* **Be a team player, offering suggestions and help out customers.**

**Sales Representative** **Vodafone electronic company Inc. Yaoundé-Cameroon (2014- 2016)**

**Responsibilities;**

* **Assist, introduces and promotes new products on offer.**
* **Promotes and informs our customers about Jubilee products both existing and new, treating them in accordance to professional ethics.**
* **We interact and Work cooperatively with other Staff and members of the family business.**
* **We answer inquiries and provide suggestions to customers on what and how they wish to consume our products.**
* **Researching and analyzing sales options.**
* **Sells products by establishing contact and developing relationships with prospects; recommending solutions.**
* **Maintains relationships with clients by providing support, information, and guidance and research.**
* **Recommending new opportunities; recommending profit and service improvements.**
* **Identifies product improvements or new products by remaining current on industry trends, market activities and competitors.**

**ACADEMIC QUALIFICATIONS**

* **Diploma in IT (computer hardware and software maintenance)-2014**
* **High School Diploma Certificate: June 2013-Progressive Comprehensive High School Bamenda Cameroon.**

HOBBIES;

* Reading
* Writing
* Watching Movies
* Playing Football

**DECLARATION**:

With All Sincerity, I Lewis Santo Declare All Above Mentioned Information Are Authentic

***References***

**Natalie Howard, Human resources @yallacompare.**

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