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**CURRICULUM VITAE**

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**CAREER OBJECTIVE**

I wish to be part of a progressive organization where I can apply my experiences and enhance my knowledge in customer care and sales, thereby contributing to the company’s progress with an opportunity for personal growth alongside that of the company.

**WORKING EXPERIENCE**

**2017\_Present: Telemarketing & Sales Executive at EHN Realty, Dubai- UAE**

**Duties:**

* Effectively manage large amounts of outgoing and incoming calls.
* Generate sales leads.
* Build sustainable relationships of trust through open interactive communication.
* Provide accurate, valid and complete information by using the right methods or tools.
* Handle complaints, provide appropriate solutions and alternatives between time limits and follow up to ensure resolution.

**2015-2017: Sales Executive at SWISS Pac Foods S.A Cameroon**

**Duties:**

* Keep records of customer interaction, process customer accounts and file documents.
* Manage large amounts of inbound and outbound calls in a timely manner
* Follow communication “scripts” when handling different topics
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Seize opportunities to upsell products when they arise
* Meet personal/team qualitative and quantitative target.

**2014-2015: Customer Relationship Representative At Yatch Sarl Group Cameroon**

**Duties:** .

* Proficient in CRM Software (Salesforce)
* Answer questions about products or the company.
* Ask questions to understand customer requirements and close sales.
* Direct prospects on the field visits when needed
* Handle grievances to preserve the company’s reputation.
* Go the “extra mile” to meet sales quota and facilitate future sales.

**2012-2013: Telesales Executive at MTN Cameroon**

* Provide excellent customer service with existing and potential clients.
* Transfer calls to the concerned sales agents as instructed and guided by the management
* Answer all the queries and issues accordingly.
* Scheduled appointments for sales representatives to meet with prospective customers
* Achieved sales targets on a month-by-month basis
* Engage in active listening, confirming or clarifying information and diffusing angry clients, as needed. Research clients’ issues and provide solutions.

**Personal And Organizational Skills:**

* Gained IT skills in Microsoft word, excel and publisher through Desktop Publishing Courses and Contemporary writing and Typography.
* Developed skills in multi-tasking and working to tight deadlines through coming up with advertising campaigns for companies or organizations.
* Ability to Work to Specifications within given time frames.
* Attention to details and focused
* Ability to work under Pressure and Tight Schedules.
* Ability to work in a multicultural environment as both a team member and a leader in proactive decision making.
* Able to take initiative and work effectively with minimal supervision.

**EDUCATIONAL QUALIFICATIONS**

* Bsc (Hons) in Journalism and Mass Communication ( 2013\_2017)
* General Certificate of Education Advanced Level (GCE “A” Levels) 2013
* General Certificate of Education Ordinary Level (GCE “O” Levels) 2011

**AREAS OF EXPERTISE**

* Excellent Communication skills
* Excellent Computer skills
* Excellent Selling Skills
* Great Customer Relationship
* Great Interpersonal Skills
* Cash Handling
* Good Selling Techniques
* Crisis Management
* Online Marketing

**HOBBIES**

* Reading, travelling, dancing.