



# TEDONGMOUO KOUTI CYNTHIA

## CUSTOMER SERVICE REPRESENTATIVE/SALES REPRESENTATIVE/CASHIER/FRONT DESK RECEPTIONIST

### Contact

**Phone**

+237 652033840

**Email**

tedongmouokc@gmail.com

**Address**

DOUALA, CAMEROON

But available to travel

### Education

**Masters of Marketing**

University of Bamenda  
2020 – 2022

**Bachelor Management**

University of Bamenda  
2017 – 2020

### Skills

- Customer service excellence
- Leadership
- Proficiency in Microsoft Office
- Data Management
- adaptability
- Sales representative
- Excellent communication skills
- flexibility

### Language

- English
- French

### Professional Experience

2023  
–  
present

**Customer service representative/Teller**

NJIMUYAH COOPERATIVE CREDIT UNION DOUALA(NJIMCCUL)

- Enhance customer satisfaction by resolving inquiries and issues promptly, achieving a 95% satisfaction rating based on feedback surveys. Develop and implemented a new filing system that reduced document retrieval time by 30%.
- Contributed to a 15% increase in membership through proactive engagement and community outreach initiatives.

Aug  
2021  
–  
Dec  
2022

**Sales representative/Cashier**

CASH N CARRY SUPERMARKET BAMENDA(CNC)

- Managed front desk and customer inquiries, Led a team of five in the implementation of a new inventory management system, improving stock turnover by 30%. Trained and mentored new cashiers, resulting in a 40% reduction in training time and improved service speed and customer satisfaction.
- Maintained up-to-date knowledge of product features and benefits to provide accurate information to clients.
- Collaborated with the marketing team to develop targeted sales materials and promotional offers.
- Provided exceptional customer service, addressing inquiries and resolving issues in a timely manner.

Feb  
2020  
–  
July  
2021

**Team leader /Sales Associate**

ORANGE PULSE CAMEROON

- Coordinated a team of 10 to execute community outreach programs, increasing brand visibility and client engagement by 50%. Developed and implemented marketing strategies that led to a 20% increase in new customer acquisitions within the first year.
- Maintained up-to-date knowledge of product features and benefits to provide accurate information to clients.
- Collaborated with the marketing team to develop targeted sales materials and promotional offers.
- Provided exceptional customer service, addressing inquiries and resolving issues in a timely manner.

### References

**LUMNWI IVOLINE**

NJIMCCUL/BRANCH MANAGER

**Phone:** +237 650502231

**Email:** lumnwi.ivoline47@gmail.com

**AFEGENUI MARCEL**

CNC/CEO

**Phone:** +237 679936521

**Email:** maxafeg100@gmail.com