



PRINCE PETERS CHUKWUDI

SALES ASSOCIATE

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OBJECTIVE



A well presented, intelligent and highly focused individual who is keen on a career in any industry. Possessing a record of delivering great service, achieving targets, as well as recognising and developing opportunities, doing all of this whilst contributing to the overall performance of a team. Someone who can work alone or as part of a group, and who readily understands the importance of valuable customer service and of creating a good impression with patrons. Experienced in greeting people at a welcome desk, serving over a counter or discussing in detail a client's needs over the telephone. I am currently looking to join a reputable and forward-thinking company like yours where apart from contributing to the success of your business and will also have opportunities to develop and advance my career.

EMPLOYMENT HISTORY



SALES ASSOCIATE AND CUSTOMER SERVICE, 2018 NOV TILL DEC 2020 DU TELECOMS, UAE

Responsibilities:

- Taking and answering queries of customers.
- Solving complains on matters of bills and products and services.
- Communication with the back office, billing department and technical department in solving and meeting customer requests.
- Managing stock levels and making reports about stock control.
- Ensure customer satisfaction
- Maintain inventories at appropriate levels
- Promote sales and services of company products
- Complete accounting and paperwork associated with daily sales activities
- Set individual performance standards for your team
- Facilitate training and education sessions to increase team effectiveness
- Inspire team to achieve results
- Handle escalated, or sensitive customer issues as needed



- Establish work schedules and staffing requirements



TELESALES/CALL CENTER REPRESENTATIVE GLO TELECOMS, NIGERIA

NOV 2016 TO AUGUST 2018

Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner and take appropriate action.
- Identify customers' needs by listening attentively, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.
- Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input.

DOCUMENT CONTROLLER /ADMINISTRATIVE OFFICER

OCT 2009 TO JUNE 2011 UNION BANK OF NIGERIA

Responsibilities:

- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counselling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities, determining additional needed sales promotion; authorizing clearance sales; studying trends.
- updating colleagues on business performance, new initiatives and other pertinent issues;
- touring the sales floor regularly, talking to colleagues and customers and identifying or resolving urgent issues;
- maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing;
- initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market;



- Promoting the organisation locally by liaising with local schools, newspapers and the community in general.

Professional Development

EDUCATION AND TRAINING

July 2005
Nigeria

WEST AFRICAN EXAMINATION COUNCIL


November 2016
Nigeria

Bachelor of Science Accounting

PERSONAL DETAILS

- Languages: English (Speak, Read and Write fluently)
- Hobbies: Reading, Listening to music and Travelling
- IT Skills: MS Word, Excel, PowerPoint and Internet Explorer
- Visa Status: Residence

REFERENCE: AVAILABLE ON REQUEST

SALES		BRAND LAUNCH	
MERCHANDIZING		PRODUCT ADVERTISING	
NEGOTIATING		PLANNING	
COMPETITOR ANALYSIS		PROMOTIONS	
STAFF DEVELOPMENT		SITE SELECTION	
LOSS PREVENTION		BUSINESS DEVELOPMENT	