



TAH HARDEN

Customer Support And Sales

Location: United Arab Emirates

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Nationality: Cameroonian

Language: English and French (Bilingual)

Visa Status: Employment (With N.O.C)

Notice Period: Immediately

FIELD OF EXPERIENCE

- ❖ E-commerce
- ❖ Real Estate

AREA OF EXPERTISE

- ❖ Competence use of **WMS, LMS, MS OFFICE SUITE, CRM, EXPRESS DATA STUDIO** application software.
- ❖ Strategic planning & Tactical Execution
- ❖ Solution selling
- ❖ Risk and Compliant
- ❖ Verbal and writing
- ❖ Customer Orientation
- ❖ Public Speaking
- ❖ Coordination skills

SKILLS

- ❖ **Technical skills** - able to operate an electric Pallet Truck and a motorized pallet jack.
- ❖ **Leadership** - guides individuals and groups toward desired outcomes, setting high-performance standards and delivering leading quality services.
- ❖ **Policies & Procedures** - articulates knowledge and understanding of organizational policies, procedures, and systems.
- ❖ Exceptional Communication Skills (Phone and verbal)
- ❖ Strong negotiation skills

CAREER SUMMARY:

Organized and detail-oriented Customer Support and Sales Specialist with **4+ years of experience** in ensuring streamlined operations by generating leads, carefully managing customer queries, databases through a profound problem-solving technique equipped with a time management skill-set.

EDUCATION:

Advanced Level – Government Bilingual School, Kumba- Cameroon, (2010 – 2011)

General Certificate Examination (O-Level) – Government Bilingual School, Kumba- Cameroon, (2005 – 2010)

CERTIFICATIONS:

Computer Proficiency – Basics & Fundamentals (2012)

EXPERIENCE:



After-Sales Customer Support (Operations)

Noon E-Commerce – Dubai, United Arab Emirates
October 2019 to October 2021



WAREHOUSE SHIPPING & RECEIVING CLERK

AMAZON INCORPORATION – Dubai, United Arab Emirates
May 2019 to September 2019



SALES AND RELATIONSHIP OFFICER

ABK PROPERTY MANAGEMENT SERVICES – Dubai, UAE
February 2017 to March 2019

SUMMARY OF RESPONSIBILITIES:

- ❖ Follow up on sales and receive customer's feedback
- ❖ Plan and track shipment of final products according to customer requirements
- ❖ Respond to prospective and potential client queries in a timely and accurate way, via phone, email, or chat.
- ❖ Communicate with suppliers, retailers, and customers to achieve profitable deals and mutual satisfaction
- ❖ Maintain logs and records of warehouse stock and executed orders
- ❖ Coordinate logistics staff (e.g. truck drivers, delivery agents, ad hoc staff) according to availabilities and requirements
- ❖ Prepare accurate reports for upper management
- ❖ Arrange same-day deliveries whenever possible
- ❖ Prepare accurate invoices
- ❖ Prepare products for shipping and record shipping data to verify the content of each shipment.
- ❖ Arrange each product for transportation, receive merchandise, reject damaged goods, maintain inventory and help unload merchandise as necessary.
- ❖ Ensure that every process within a team runs smoothly.
- ❖ Fulfill orders, pack items for shipment, and coordinate delivery pickups.
- ❖ Manage orders and arrange stocking of materials and equipment to ensure they meet needs
- ❖ Act as the point of reference for clients who need assistance or information and attend to their wishes and requirements
- ❖ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- ❖ Maintain extensive knowledge of our services and business
- ❖ Expand the customer base by upselling and cross-selling
- ❖ Understand key customer individual needs and address them.