

CURRICULUM VITAE

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Immediate join in

POSITION: SalesAssociate/CustomerServiceRepresentative



PERSONAL SUMMARY

An ambitious and goal oriented Sales Associate/ customer service representative who will always provide his customers with a top quality service that meets their needs and expectations. Fernandez has a great personality that engages customers, a professional telephone manner and superb negotiating skills. These competencies combined enable him to easily increase brand loyalty, and quickly build up a rapport with customers who have different personalities and requirements. In his previous role he was the face of the company within the sales and new client acquisition team.

CORE QUALIFICATION

Direct selling

Cross selling and up selling

MS office, word, outlook

Building relationships

Merchandising/display

Traffic conversions and footfall

Sales execution,KPI,

POS, vouchers

Team player, team leader

Sales/goaloriented

Complainthandling

Record keeping and reports

CAREER HISTORY

CARRAFOUR DOUALA July 2020 - Feb 2024

SALES ASSOCIATE

- Recommended products based on customers needs and desires and answered questions regarding products.
- Increased sales by describing a product's features, demonstrating its uses and promoting its values.
- Outside marketing and advertisement is used on a weekly basis to help drive business to our location which in turn creates opportunity for repeat business and referrals.
- Maintained a knowledge of sales, promotions, store policies and security practices.
- Handling customer complaints effectively and providing solutions and alternative within short time limits.
- Receive items and new purchases, unpack, open, assemble and display on the floor . A good display and complete set up of items always attracts more attention from customers.
- Sold ancillary products such as insurance and service contracts, arranged financing options for customers.
- Consistently demonstrated professional customer service to external and internal showroom clients.
- Provide accurate, valid and complete informatiin by using the right methods and tools.

- Studied and obtained full information about products such as the different dimensions, sizes, quality, manufacturing materials, prices and warranty so as to better communicate and sell to clients physically, on phone or through any other means.
- Supported the branch achievement of target profit margins through innovative sales tactics.
- Identified and developed business strategies to improve sales, attract customers and support new and existing accounts.
- Recognized numerous times for top sales and customer service.
- Always met company's standards for monthly goals.

CITY SPORT COMPLEX, DOUALA Dec 2017 - Feb 2019

Sales Associate

- Identifying and maximizing revenue from existing customer accounts.
- Providing regular and accurate sales forecast updates to Senior Managers.
- Preparing and delivering sales presentations.
- Providing a "right first time" service to internal and external customers.
- Identifying and understanding a customer's needs by using the right questioning techniques
- Involved in the direct contact with customers by telephone, post and email.
- Analyzed and Sent weekly reports on needed stock.
- Reorganized the visual merchandising aspect of the store to increase trafficconversion.
- Prepared and sent daily reports to Area sales manager

CHRIS CARTER FASHION DOUALA , CAMEROON

Sales Associate/Bridal consultant

- Helped promote new sales products within the store's beautyroom
- Consult Customers with their registry and creating announcement cards for guests
- Trained several new sales associates about company's standards
- Recognized for outstanding customer service
- Assisted Customers in selecting thier products
- Consistently met and exceeded Corporate sales goals.
- Developed a trusting relationship and positive rapport with all clients.
- Consistently received excellent customer service reviews.
- Increased sales through well timed suggestive selling techniques

ACHIEVEMENTS

- Top seller over 12times.
- Successfully achieved personal target over for 16 times in 24 months

EDUCATION

- **BSc ENVIRONMENTAL SCIENCE 2018**

PERSONAL QUALIFICATIONS

- Enthusiastic attitude,punctual and honest.
- Teamplayer/teamspirit.
- Natural ability to communicate with others.
- Displaying a professional and unbiased manner at all times.
- Can bend,twist,and stand to perform job functions.
- Can quickly learn new processes.

REFERENCES: Available upon request