

# **CURRICULUM VITAE**

## **PERSONAL DETAILS:**

Name : SAMIRA MUKEMWENDO MAFUTA  
Mobile number : +971 545779456  
Email : samiramafuta8@gmail.com  
Nationality : Congolaise  
Gender : Female  
Passport No : OP0600472  
Visa Status : Visit Visa  
Marital Status : Single  
Residence : Dubai UAE



## **POSITION: SALES EXECUTIVE**

## **CAREER OBJECTIVES**

A proactive, customer-focused Sales Executive with successful sales experience and a positive, confident approach. Well-developed skills in forming trusting relationships with customers as well as quickly reacting to their needs. Able to work well both in teams and on own initiative, with a proven record of contributing to process improvements. Resilient and confident, and works well under pressure.

## **PERFORMANCE PROFILE**

Customer service-oriented sales professional with a track record of success convincing customers, explaining product features, performing suggestive selling and upselling and leading customers through purchasing processes. A pleasant and friendly person who works collaboratively in fast-paced and busy retail environments. Able to ensure that payment processes are appropriately handled.

## **WORKING EXPERIENCE**

COMPANY : CHANDELIER DOR BOUTIQUE  
POSITION : Sales Associate  
DURATION : 2 Years

COMPANY : SILENT OCEANCARGO  
POSITION : Sale Admin  
DURATION : 2 Years

## **DUTIES RESPONSIBILITIES**

- Build and maintain strong vendor relationships to maximize business results
- Set and achieve personal sales goals while supporting the goals of the team
- Responded to in-person and phone inquiries.
- Processed applications for work visas.
- Met with customers to discuss foreign and domestic travel and tour packages.
- Ensured timely non-discriminatory visa application processing.
- Responded to questions and provided additional information as requested.
- Informed officials of any serious issues with visas or visa applications.
- Processed visa applications and notified applicants when decisions were made.
- Verified required information provided along with visa applications.
- Noted any discrepancies or omissions on visa applications.
- Informed applicants of any issues with their visa applications.

## **EDUCATIONAL QUALIFICATION**

- High school certificate of Education – Congo

## **PERSONAL SKILLS**

- Excellent negotiating and skills resolving conflict
- Strong professional communication skills
- Intimate understanding of business and marketing processes

- Problem solving, critical thinking and analysis
- Extensive history using phone and email professionally
- Familiar using office equipment effectively
- Ability to up sell on the majority of orders

### **LANGUAGE**

- English
- Swahili
- French
- Lingala

### **HOBBIES**

- Reading
- Travelling
- Sports

### **DECLARATION:**

I hereby declare that the information is true to the best of my knowledge and belief and nothing has been concealed or distorted.

**SAMIRA MUKEMWENDO MAFUTA**