

**EMERANT NFONGUEN**

International city, Dubai

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**Summary**

Dynamic and decisive leader with excellent planning and problem-solving abilities. Ready to pursue new professional challenges and career advancement with growing company.

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**Travel Consultant**

Smart Rovers Travel and Tourism

Dubai, UAE

2017-2021

- Organized trips for individual, family and business travelers.
- Exceeded customer service satisfaction standards by understanding and anticipating clients' expectation
- Completed accurate reservations for business travelers at point of sale.
- Collaborated with colleagues to implement best practices across department and exceed team goals.
- Arranged travel accommodations for groups, couples, executives and special needs clients.

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**Sales Consultant**

Global Travel and Tourism

2016 – 2017

Douala, Cameroon

- Created detailed sales presentations to communicate product features and market data.
- Used prospecting and client development techniques to produce fresh leads and maintain solid conversion rate.
- Improved sales by managing sales lifecycle from lead generation through contract negotiations and closings.
- Provided sales and customer service assistance to walk-in traffic
- Supported clients with business analysis, documentation and data modeling.

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**Sales and Marketing Executive**

Pan African Institute For Development West Africa

Buea, south West, Cameroon

2014 – 2016

- Cultivated and maintained strategic alliances with key partners and vendors.
  - Managed sales promotions and marketing strategies on major social media sites.
  - Organized events and product presentations related to national conferences and conventions.
  - Generated seasonal creative pitches for clients targeting various segmented groups.
  - Generated advertising brochure for vendor use.
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**Online Merchant**  
**Global Distribution Channel**  
**Amazon.ae E-commerce**  
**Dubai, UAE 2018-2020**

- Buying merchandise, managing inventory, implementing marketing activities, fulfilling and shipping online orders
  - Balancing financial records. And also fill customer orders by packaging sold items and documentation for direct shipping
  - Deliver e-mail confirmation of completed transactions and shipment.
  - Purchase new or used items from online or physical sources for resale via retail or auction Web site.
  - Receive and process payments from customers, using electronic transaction services.
  - Deliver e-mail confirmation of completed transactions and shipment.
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**Education**

- Higher National Diploma / Marketing  
Institut Universitaire De Golf De Guinée, Douala Cameroun 2015
  - IATA Foundation / Travel and Tourism  
Dubai, UAE 2019
  - Certification / Digital Marketing 101 ( Dubai, UAE 2022)
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**Accomplishment**

- Effective Communication – Followed up and kept track of expected orders
  - Documentation – Wrote and edited documents to keep staff informed on policies and procedures.
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**Language**

- English Native
  - French Native
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**Skills**

- Adobe Photoshop, use of **Canva and Pixellab** to produce flyers and promotional video for marketing
- Facebook and google Ads
- Social media marketing
- Strong verbal communication and writing
- Persuasive negotiations
- Punctual and accurate.