



# TABENYANG EMMA NCHONG

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## PERSONAL SUMMARY

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A confident and assertive individual who is able to create a welcoming personal environment for all customers. Emma is customer service driven and able to deal with shoppers on a face to face basis in any fast paced retail environment. She has high energy levels and is able to operate efficiently with a subtle and persuasive manner. She is flexible about shifts, has a track record of coming up with innovative solutions to problems and is more than willing to roll her sleeves up to get things done. Emma is very ambitious & is now looking for a suitable Sales Position and receptionist role with any company where she will be at the heart of the action.

## Interests

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Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, and ability to work well with people, which will allow me to grow personally and professionally. I am self-motivated and able to work both independently and as a collaborative team member.

## Work experience

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LIVING GREEN, CAMEROON  
SECRETARY

JANUARY 2020 — JANUARY 2021

### Job Responsibilities

1. Answering and directing phone calls
2. Organizing and distributing messages
3. Maintaining company schedules
4. Organizing documents and files
5. Greeting business clients and guests
6. Make sure the office is always clean and tidy
7. Maintaining and ordering office supplies
8. Scheduling meetings and conferences
9. Assisting executives with project tasks
10. Supervising staff and new employees
11. Coordinating with other organizations
12. Implementing administrative procedures

VICTORY ROUTE88, AL AALI MALL,  
SEEF BAHRAIN  
SALES LEADER

SEPTEMBER 2017 — SEPTEMBER 2019

## Job Responsibilities

- Answering questions about company's products and services
- Assist shoppers locate the products and goods they desire
- Perform cash processing and card payments
- Stock shelves with goods
- Answer queries from shoppers
- Guide and give advice to customers on product selection
- Deal with customer refunds
- Keep the store clean and tidy; this includes mopping and hovering
- Work within established guidelines with brands
- Attach price tags to merchandise
- Look out for shoplifters; responsible for security within the store as well as watching out for fraudulent credit cards etc.
- Receive and store stock.

CAMUS HOTEL, CAMEROON

JUNE 2015 — AUGUST 2017

HEAD RECEPTIONIST

## Job Responsibilities:

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

FEMA BOUTIQUE, CAMEROON

APRIL 2013 — JUNE 2015

SALES LADY

## Job Responsibilities

- Processing orders and transactions
- Planning and directing the hiring and training of new Sales Representatives
- Directing and coordinating all sales activities locally and regionally
- Providing customers with information on available products and discount items
- Ensure customer satisfaction
- Handling and resolving customer complaints regarding a product or service
- Setting discount rates and determining price schedules
- Make sure shop is always neat and have good scents

## Qualifications/Skills

- Strong communication skills
- Creating and implementing a sales plan
- Meeting sales goals by monitoring progress

- Analyzing sales data
- Presentation skills
- Management and leadership skills
- Developing budgets
- Mentoring and coaching sales reps
- can work independently, multi-task, and take ownership of various parts of a project or initiative.
- physically fit, having plenty of stamina and able to stand for long periods

## Education

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### LAW

SEPTEMBER 2012 — DECEMBER 2015

University of Buea, Cameroon.

Bachelor degree in Law

## References

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References available upon request.