

# SIRRI THERESIA

Experienced Retail Sales Associate | Customer Service | Merchandising

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## SUMMARY

Experienced Retail Sales Associate with a proven track record of exceeding sales targets, providing exceptional customer service and team collaboration. Earned numerous accolades for top performance. Excited to bring in-depth knowledge of sales strategies and merchandising to new opportunities.

## EXPERIENCE

**Customer Service Cashier** 2021 - Present  
**MTN Cameroon** Douala, CMR

Provided exceptional customer service by greeting customers, processing sales, handling cash, and resolving customer complaints. Maintained accurate records of transactions and balanced cash drawer daily. Increased store revenue by 10% through suggestive selling techniques.

- Processed an average of 100 transactions daily resulting in accurate records of transactions and a balanced cash drawer.
- Resolved customer complaints resulting in 95% customer satisfaction.
- Increased store revenue by 10% through suggestive selling techniques.
- Educate customers on MTN products and services, functionalities, features and competitive advantage.

**Retail Sales Associate** 2018 - 2020  
**TotalEnergies** Douala, CMR

Provided exceptional customer service by greeting diverse customers, processing sales, handling cash, and resolving customer complaints. Maintained accurate records of transactions and balanced cash drawer daily and achieved consistent sales targets.

- Processed an average of 100 transactions daily resulting in accurate records of transactions and a balanced cash drawer.
- Recognized for having highest rate of check out speed and accuracy in stores across the region.
- Provided effective sales demonstrations, resulting in increased customer satisfaction and repeat business.

## EDUCATION

**Bachelor of Business Administration, Management and Entrepreneurship** 2016 - 2017  
**Higher Institute of commerce, Management** Bamenda, CMR

**HND in Management** 2012 - 2014  
**University of Leaders** Douala, CMR

## LANGUAGES

English Native ●●●●● French Proficient ●●●●●

## STRENGTHS

### Customer Relationship Specialist

Proven success in establishing rapport and building strong relationships with diverse customer base resulting in repeat business.

### Persuasive Communicator

Proven record of adapting communication style to suit customers' needs ensuring more effective sales presentations and customer service interactions.

### Attention to Detail

Consistently maintained high accuracy in cash handling and inventory management, resulting in 0% discrepancies in the audit.

## SKILLS

Customer Service · Sales · Merchandising · Cash handling · Inventory Management · Team Collaboration · Microsoft Office · Point of Sale (POS) Systems · Problem Solving

## CERTIFICATION

### Effective Selling Strategies

Enhanced understanding of sales strategies through an online course provided by Sales Hacker.

### Customer Service Diploma

Improved soft skills for excellent customer service through online certification provided by Alison.