

Yelena Fadela Lonkeu Njouboussi

quality assurance

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Languages

English

About

With over a year's experience in retail, I excel at customer service and product knowledge. Fluent in English and French, my client-centric selling skills often result in repeat business. Experienced in luxury retail environments, I am adaptable and thrive in fast-paced settings.

BRANDS WORKED WITH

- Carrefour Market
- Mountain Hotel,
- Orca

Experience

● Sales

Carrefour Market | Jan 2023 - Jun 2023

- Developed strong product knowledge and demonstrated the ability to explain product features and benefits to customers effectively.
- Attract new customers.
- Inspire clients with expertise on beauty trends and product.
- Display exceptional, client-centric selling skills with a drive for results with integrity.
- Built and maintained strong relationships with clients, resulting in repeat business and referrals.
- Successfully identified and resolved customer complaints and concerns, resulting in increased customer satisfaction.
- Resolved an average of 50 customer inquiries face to face and over 10 via phone call daily.
- Demonstrated strong communication skills and the ability to actively listen to customers to understand their needs and preferences.
- Maintained a positive attitude and demonstrated a strong work ethic, contributing to a positive team culture and overall sales success.

● Freelance make up artist

| Sep 2022 - May 2023

I do make up for people for their different ceremonies (outings, mariages, dates...) as a freelance make up artist



● Customer Service and Quality Assurance Agent

Orca | Jan 2021 - Jun 2022

- Providing customers with an amazing experience as you help them with things like sizes or styles, purchases, or returns.
- Setting up a good-looking shop floor with full shelves, tidy fitting rooms and all the latest fashions, as well as keeping a tidy and well-organized stockroom.
- Delivering a fast, friendly, efficient experience at till points, processing queries, voids, and returns.
- Receiving, unpacking, and checking off new deliveries. Getting our products on to the shop floor and ensuring they're all correctly priced - all while making sure everything meets our high standards.

● Hotel Receptionist

Mountain Hotel, | Sep 2020 - Dec 2020

- Taking bookings, cancellations and organizing reservations calendar.
- Making car parking arrangements.
- Front desk operations including greeting and welcoming guest upon arrival.
- In charge of check in and check out process.
- Act as a liaison between hotel guests and local travel companies.
- Answer telephone calls, emails and in-person queries about hotel services.
- Monitor visitors access and maintain security awareness.
- Assist guests in storage of valuables.
- Solicited feedback from guests through questionnaires to evaluate guest level of satisfaction.

Education & Training

2023

● **Hertfordshire University**

Master's Degree in Medical Microbiology,

2018 - 2021

● **UNIVERSITE DES MONTAGNES**

Bachelor's Degree in Medical Biosciences,