

## **EMMANUEL AMPONSAH FRIMPONG**

30 Waterford Bay, Winnipeg

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### **PROFILE**

- A dedicated and customer-focused professional with over five years of experience in retail and customer service roles.
- Proven ability to assist customers, maintain inventory, and ensure an efficient store environment.
- Skilled at providing excellent customer service, handling inquiries, and resolving issues in a timely manner.
- Strong communication skills and the ability to work collaboratively in a fast-paced setting.
- Seeking a position as a Store Associate and Customer Service Representative where I can utilize my experience to enhance customer satisfaction.

### **SKILLS**

- Customer Service
- Inventory Management
- POS Systems (Point of Sale)
- Product Knowledge
- Communication and Interpersonal Skills
- Problem-Solving
- Team Collaboration

### **PROFESSIONAL WORK EXPERIENCE**

<b>Sales Representative</b>	<b>2023-2024</b>
<b>Northland Kia</b>	<b>Calgary Canada</b>

- Researched market dynamics and client demands to uncover new growth opportunities, contributing to about 90% expansion of the customer base.
- Successfully negotiated and finalized high-value agreements, consistently surpassing revenue goals and strengthening the company's market position.
- Assisted customers with product selection, ensuring a positive shopping experience.
- Consistently met sales targets and supported overall store performance.
- Maintained product knowledge and organized sales floor for maximum impact.
- Collaborated with team members in a fast-paced retail environment.

**Stores Associate****2022 – 2023****Best Buy Express****Ontario, Canada**

- Assisted customers in locating products, answering questions, and providing product information to ensure a positive shopping experience.
- Maintained stock levels on shelves, replenish merchandise, and organize displays according to company standards.
- Processed sales transactions, returns, and exchanges efficiently while maintaining accuracy with the point-of-sale system.
- Collaborated with team members to ensure cleanliness and organization of the store, ensuring a welcoming environment.
- Handled customer inquiries and resolve complaints in a professional manner, ensuring customer satisfaction.
- Built and nurtured long-term relationships with clients, driving higher satisfaction levels and boosting customer loyalty.
- Optimized account management and sales tracking through Salesforce, producing actionable performance insights for leadership.

**Customer Service Representative****2021 – 2022****Hockley General Store****Ontario, Canada**

- Greeted customers and assisted with product selection, ensuring a personalized and positive experience.
- Provided product recommendations and explained features, helping customers make informed purchasing decisions.
- Managed phone inquiries and provided support via email and in-store to resolve issues related to product usage and technical assistance.
- Processed online and in-store orders, handled returns and exchanges, and ensured smooth transactions.
- Assisted in inventory management by conducting stock checks, updating inventory records, and restocking products.

**VOLUNTEER WORK EXPERIENCE****Volunteer Warehouse Associate****2024****Harvest Manitoba****Winnipeg, Canada**

- Assisted community members with food distribution and provided information about available resources.
- Managed client interactions, ensuring a respectful and supportive experience for all visitors.

- Collaborated with the team to organize food donations and pack hampers for distribution to families in need.

## EDUCATION

### Bachelors in Business Management

University of Manitoba

Ongoing

Winnipeg, Canada

### Diploma in Sales & Marketing

University of Ghana, Legon

2014 – 2016

Ghana

## RELEVANT CERTIFICATIONS

- Police Criminal Record Check - Recent
- Strategic Sales Management – Online Course, Coursera
- Effective Marketing in the Global Marketplace – Online Course, Coursera

## REFERENCES

References available upon request