LAYONEL LONDE

AGE: 33

ABOUT ME

With extensive international experience in the sales and customer service sector, combined with fluency in English and current knowledge in Digital Marketing, I am ready to contribute successfully in a dynamic sales environment.

CONTACT

(62) 99100-2538

layonellonde@gmail.com

Rua General Lima e Silva,
Nº 395 - Cidade Baixa
Porto Alegre/ RS - Brasil

LANGUAGE SKILL

·English: Fluent in writing and speaking, with 18 years of experience living in the UK.
Spanish: Basic.
·Portuguese: Native.

EDUCATION

- Digital Marketing
ongoing technical course

- Hammersmith College, London, England
- BTEC NAT Cert IT Practitioners/Computing, Database, and Computing System (2007-2008)

- Holland Park, Londres, England
- Betc ICT Intermediate Course (2006-2007) GCSE - Completed High School (2003-2006)

EXPERIENCES

Sales and Accounts Executive
Health on Line Grupo - AXA, Bournemouth, England
(Jan./2016 - May/2019)
- Customer management and personalized service.
- Telephone sales, negotiations, and contract closures.
- Preparation of reports for contract management.
- Expansion of sales of insurance-related products.

Salesperson
Black Jack Promotions, Aeroporto de Heathrow, England
(may/2013 – Dec./2016)
Representation of luxury brands (Watches of Switzerland, Tiffany & Co, Bottega Veneta, and Microsoft); Promotion and sale of high-quality products; Expertise in fragrance brands such as Armani, Victor & Rolf, Ralph Lauren, Cartier, Chanel, Versace, Hugo Boss, and John Lewis; Customer service focused on satisfaction and loyalty; Collaboration with brands in the food sector, including Caviar House and Fortnum & Mason.

SKILLS

- Excellent communication in negotiation.
- Strong customer orientation and high-standard service.
- Knowledge in information technology and computer systems.
- High competence in contract management and reporting.
- Adaptability and ease in dealing with challenges.
- Focus on results and goal achievement.