

NDEYE MAREME LO

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SKILLS

- Excellent communication and interpersonal skills.
- Autonomy and excellent judgment
- Analytical skills and attention to detail
- Strength of persuasion and frankness
- Mastery of sales and negotiation techniques.
- Ability to work in a team and under pressure.
- Proactive, versatile, patience and perseverance
- Languages: French, German, Wolof and English
- IT: Salesforce, Google Suite, Microsoft 365, DAN Touch (ERP), Jira

EXPERIENCES

Team Member <i>Popeyes</i> <i>Cochrane, Alberta</i>	06/2023 - 05/2024
<ul style="list-style-type: none">• Process online , in store and drive-through orders for customers• Maintain safety and cleanliness throughout restaurant• Provide good customer service by taking orders and fulfilling them in a timely manner• Process financial transactions and manage cash register.	
Team Member <i>McDonalds</i> <i>St Hyancinthe, Quebec</i>	01/2021 - 06/2023
<ul style="list-style-type: none">• Process orders for customers• Maintain safety and cleanliness throughout restaurant• Provide good customer service by taking orders and fulfilling them in a timely manner• Process financial transactions and manage cash register.	
Saleswoman <i>H&M</i> <i>Freiburg, Germany</i>	01/2021 - 06/2023
<ul style="list-style-type: none">• Inventory management and stocking of shelves• Achieve sales objectives through a personalized sales approach• Provide good customer service by resolving issues and answering questions• Work across multiple departments to meet varying customer needs.• Process financial transactions and manage cash register.• Provide advice on suitable gifts and products to customers thereby increasing upsells.	
Sales assistant <i>Fabel Fashion</i> <i>Freiburg, Germany</i>	03/2019 - 12/2020
<ul style="list-style-type: none">• Reception and customer advice• Inventory management.• Reassortment and shelving of products• Receipt of deliveries and verification of conformity	

Voluntary social year in a home for the disabled

02/2018 - 02/2019

*Freunde -Waldorf**Vichel, Germany*

- Accompany on outings, engage in conversations with residents.
- Lead activities aimed at stimulating residents or keeping them busy.
- Participate in educational support by helping residents participate in learning activities.
- Listen and emotionally support residents.
- Participate in seminars on anthropology.

EDUCATION AND DIPLOMAS

Professional Certificate: Google Project Management –

2023 – 2024

Google Coursera (online)

DEC in Sales and Commercial Negotiation - Mention Bien

2012 – 2015

*Institute of Management (IMAN), Dakar****References available upon request**