

# NDEYE MAREME LO

Edmonton, Alberta | lomareme37@gmail.com | (587)2849639 |

## 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** 06/2023 - 05/2024

*Popeyes  
Cochrane, Alberta*

- 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** 01/2021 - 06/2023

*McDonalds  
St Hyacinthe, Quebec*

- 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** 01/2021 - 06/2023

*H&M  
Freiburg, Germany*

- 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** 03/2019 - 12/2020

*Fabel Fashion  
Freiburg, Germany*

- 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 –  
*Google Coursera (online)*

2023 – 2024

DEC in Sales and Commercial Negotiation - Mention Bien  
*Institute of Management (IMAN), Dakar*

2012 – 2015

***\*References available upon request***