**Curriculum Vitae**

**Ebineng Gaemengwe**

Plot 12396 Taung Broadhurst Gaborone, [bgaemengwe@gmail.com](mailto:bgaemengwe@gmail.com) ,+26772213512

**Profile**

An ambitious, highly motivated and energetic sales executive with excellent marketing and business development skills. Experience of managing sales and merchandising for established retail outlets, franchises and international brands. A result orientated professional with a proven ability to get results, generate revenue, improve service as well as reduce costs. Over 11 years marketing experience of working in competitive industries and successfully identifying, developing and managing new business opportunities within these markets. Right now she is looking for a suitable position with a company that not only has incredible opportunities for career growth, but also a vibrant culture that celebrates achievement.

**Languages**

* **English:** native language
* **German:** Professional level

**Key skills**

* Prepared media interviews, media tours, radio news releases, public service announcement
* Learned sales management, market research, products development, promotion, pricing and distribution during the selling of advertised plots, auction sales and tender
* Experience of territorial marketing, account management and client relations
* Learned a lot the importance of customer service, attending to queries & monitor visitor statics, suppliers, investors
* **Computer literate:** experienced with Adobe Photo shop, Dreamweaver, Illustrator, Flash, Final cut, and Microsoft greetings, Excel, Publisher, Word and PowerPoint
* Web management & designing, newsletter, magazines, press release, memos, notices, letters, proposals, policies, procedures, annual reports, brochures, posters

**Professional experience**

**Orange Botswana, from 2022 to present Customer service advisor**

* Compile monthly media analysis in order to monitor business trends and opportunities
* Conducting tests of products and services for better customer experience and seamless customer journey
* Making outbound calls to customers to provide them with information on new products
* Doing follow ups on generated leads about product usage
* Maintaining strong company product and services knowledge to better assist customers with concerns, questions and general education
* Ensuring accuracy of data by keeping track of all customers calls and information via spreadsheets

**Debonaires & Steers Retail group , 2020 to 2022 Call centre agent**

* Obtains client information by answering telephone calls and interviewing clients to verify information
* Handling of account inquiries, customer complaints or support issues
* Assist various departments in facilitating sales of all products in the company portfolio
* Analyse customer issues and assist in resolving within the required time frame

**Grandpalm Hotel Gaborone, 2013 to 2018 Guest Relation officer**

* Promoting casino & in-house events to guests,
* Handle guests , inquires, complaints, calm angry customers, repaired trust and locate resources for problem resolution.
* Selling of products, service for the hotel and represented the company at trade fairs and exhibitions.
* Unique ambassador position to represent hotel
* Organiser and issue out rooms, respond to mails

**PC Solutions IT Gaborone, 2011 to 2012 Sales & Marketing Executive**

* Selling of computer products to customers
* Prepared tenders, monitors market price,
* Creating marketing plans
* Managing the marketing budget

**Ngwaketse Land Board Kanye, 2010 to 2011 Public Relation Officer**

* Worked with public, investors, employees & other stakeholders.
* Speaking at conferences, working with the press.
* Creating customer events, organizing shows & developing marketing materials.
* Correspond with news media
* Spearhead press conferences, exhibition, open days and tours or visit

**Education**

Limkokwing University from 2007 to 2011

Associate degree in broadcasting Graduation date 11thAugust 2011

Alison courses

German language certificate

**Hobbies**

* Music and movies
* Reading magazines

**Reference**

One Keagile

Computer skills lecture (Limkokwing University)

71827122

Stephen Kokorwe

Board Secretary (Mmathethe Sub land board)

72238687/5400009

Olebile Maphuru

Public relation officer (Ngwaketse land board

72993787/5440343

Malebogo Bahakgametse

Sales & Marketing Manager (Grandpalm hotel)

3637700