***EROMOSELE***

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|  |  | **SUMMARY**  Achievement oriented and dedicated administrative professional with six years’ hands on experience in performing customer service/ invoicing (Documentation) functions as well as business operations support to achieve organizational goals. Known as an excellent communicator with strong multitasking abilities. Possess exceptional time management and organizational skills in delivering quality results. Self-motivated, independent and responsible in overcoming challenges to continuously achieve excellence  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ***WORK EXPERIENCE***  **MAERSK NIGERIA LTD, APAPA, LAGOS**  **Customer Service, Counter Function**  **January 2011 - 2014**  **Specific areas of responsibility:**   * Process correct Sales invoicing for clients both counter/online in accordance with Company's established procedures and standared. * Assist Sales team with quotations and clients/product knowledge. * Ensure issuance of correct printing of Delivery Order for clients. * Forcast, gathere, input and coordinate invetory activity data to accurately reflect product movement and ensures product availability for future order / Shipments * Keep correct update of Customer complaint log, phone / e mail conversation, transactions, recording details of inquiries and complaint for Costomers specific request and other documentation task * Solicit sales of new or additional services or products * Attend to client queries to their shipping transactions with Maersk Line as   per company stipulated standard Operating Procedures   * Participate in team bonding activities, knowledge sharing, training sessions * As stipulated in company standard operating procedures * Meet set targets and Key Performance Indicators (KPIs)   **KEY ACHIVEMENTS: 99% Accurate Invoicing Success ( Cluster ) 2013**  **MAERSK NIGERIA LTD,VICTORIA ISLAND, LAGOS 2009 – 2011**  **POSITION:** Customer Service, Documentation.  Specific area of responsibility include:   * Update of vessel Delivery status on Maersk Line Shipment database Application. * Communicate with customers on shipping schedules, pricing, products availability, products / shipping, documentation, sample request and loading requirements and order confirmation. * Confers with customers by telephone, e mail, fax and personal contact to provide information about products or services, take or enter orders, cancel accounts or obtain details of complaints. * Check to ensure that appropriate changes were made to resolve customers problems. * Contact customers to respond to inquiries or to notify them of claims investigation or any planned adjustments. * Freight control updates * Other Customer Service data management task   **KEY ACHIVEMENTS: 97% Accurate Invoicing Success, 50% D and D / Freight Recovery.**  **AWARDS: Blue Reborn Award for best Invoicing Team WAF Cluster ( 2010 )**  **Objective/Motivation:** To work within an enabling Corporate Organization wherein  natural and acquired skills will be challenged to contribute to its corporate goals under stable and fulfilling working conditions.  **TECHNICAL SKILLS:**  **Attributes:** Customer Service Orientation, Organisation and planning skills,Fast learner, Result oriented, Self starter, Persuasive ability, Verbal Communication skills, Problem Solving Skills, Information Management, Conflict Resolution, Coordination, Listening, Teamwork and Legal Compliance, Stress Tolerance and Accuracy.  **Professional Training/Certification:**  Maerskline Nigeria - September 2012 - Delivering Superior Customer Services.  Safmarine Nigeria - 2013 - Living Orange, The Safmarine Way  Leadership Development .  **Other Skills and Competences:** Football, Football Scouting/Administration/  Organisation of Football Activities.  **Interests:** Reading, Sports, Listening to Music, Travelling, Watching Movies  And Making New Friends.  **Extracurricular Activities:** Acquisition of new skills.  **EDUCATIONAL QUALIFICATION:**  **Orhua Mixed Secondary School, Orhua, Uhunmhode L.G.A Edo State Nigeria**  Senior Secondary School Certificate. - **1994**  **Government Primary School Uromi, Esan North East L.G.A Edo State Nigeria**  First School Leaving Certificate - **1984**  **TECHNICAL SKILLS:**  MS Word, MS Excel, MS PowerPoint, MS Outlook, Internet, E mail, Crm Software - SAP, Data Entry and Collation.  Courteous, polite and highly efficient professional with excellent organizational skills and Strong team spirit, goal orientated and with passion of providing the highest standards of professionalism customers. Excellent customer service / accurate invoices to client. Absorb new ideas and communicate effectively to find suitable solutions regarding customers’ complaint.  An ambitious professional continue  ***GENERAL INFORMATION***  With more than six excellent years in customer service/ counter invoicing functions, I had the opportunity to develop my core competencies in Staff, customer management, product management and closing high value administration. Hence, I believe my experience and abilities will make me a very competitive candidate for this position.  My vision is to be associated with an achievement oriented organization that will benefit from my skills and experience.  Having consistently hit my targets, I have always been confident with my abilities in organizing my resources to accomplish set objectives and goals. Therefore, this position will be a perfect avenue for me to challenge myself further in undertaking bigger responsibility in a highly dynamic and established organization.  I would welcome the privilege of speaking with you further on how my experience will best meet your needs. Thank you for your time and consideration. |