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**EXPERIENCE SUMMARY:**

* **Ten (10) Years** of cumulative experience in providing Customer service, Administrative duties, and Service Assistant responsibilities in multinational Companies.
* An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Strategic-relationship/partnership –building skills – listen attentively, solve problems creatively and diplomacy to find common ground and achieve win-win outcomes.

**CAREER OBEJECTIVE:**

I am experienced and talented person aspiring to enhance my career in a goal oriented multinational company(ies), where I can better use my experience and skills for the growth and benefit of the organization. I give my loyalty to whoever is willing to employ and benefit my services and promise to be faithful with myself, work and others and above all to ensure that my contributions works toward the advancement of my employer’s goals.

**EDUCATIONAL QUALIFICATION:**

* Diploma in Customer Service

(Alisona – A New World of Certified Learning) Result Awaiting

* Higher National Diploma (HND) in Business Administration and Management

Abia State Polytechnic, Aba, Nigeria 2011-2013

* Proficiency in the use of Computer Software (Ms word, Excel and Power point)

USK-Kopiers Computer Training Institute 2008-2010

* West African Senior Secondary School Certificate Examination (O’ Level)

Emughan Community Secondary School, Rivers State. 2002-2007

**ORGANIZATION AND PERSONAL SKILLS:**

* Communication and interpersonal skills - **Advance**
* Customer orientation and Relationship - **Advance**
* English language and writing - **Advance and Excellent**
* Ability to work under Pressure and Tight Schedules
* Ability to work in a multicultural environment as both a team member and a leader in proactive decision making.
* Ability to Work to Specifications within given time frames

**RELEVANT WORK EXPERIENCE**

**Mamfoodco LLC – Papa Murphy’s Pizza 2014 – Till Date**

**Position: Customer/ Service Assistant**

**Duties:**

Greeting and welcoming customers in a friendly and professional manner. Listening patiently to customers complaints and offering a solution and Recommend products based on individual requirements and suggestive selling. Maintaining the general cleanliness of stores at all times. Helping in administrative jobs that maybe assigned to.

**Key Accomplishments:**

* Awarded the Best Cashier with highest point in suggestive selling, sales average check and meeting daily and monthly sale target.
* Exceeding the customer’s expectation and the Award winning of Best Staff of the Month, January 2016 and Best Customer Service.
* Embarking on a Diploma on Customer Service to learn ways to enhance customer satisfaction and improve productivity.
* Completed the food handlers training course.

**GROOVY TRENDS HYPER-MARKET L.L.C MAY 2012- SEPT 2014**

**Position: Sales Assistant**

**Duties:**

* Greeting customers and anticipate their needs and wants
* Discuss type, quality and number of merchandise required for purchase
* Recommend merchandise based on individual requirements
* Advise customers on utilization and care of merchandise
* Answer customers’ queries and concerns
* Helping the te am to achieve daily and monthly targets
* Customer Service
* Recording of daily transaction

**UAC FOODS March 2002- March 2009**

**Position: Supervisor/Customer Service**

**Duties:**

Handling customer inquiries complains billings questions and payments. Mobbing cash and depositing the daily transaction to the bank. Calm angry customers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners (staff) to achieve targets on monthly basis, organizing and planning daily activities.

**Key Accomplishments:**

* Manage a high-volume workload within a deadline –driven environment and consistently met performance in all areas (speed, accuracy, volume).
* Helped company attain the highest customers service ratings ( as determined by external auditors).
* Officially commended for initiative, enthusiasm, tenacity persuasiveness and intense customer focus.
* Awarded the Best Customer Service Staff in 2009.

**ADDITIONAL PROFESSIONAL CERTIFICATE OBTAINED**

2013 Basic First Aid and CPR Department of Petroleum Resources

Novelle Center

2013 Risk Assessment and Fire Safety Department of Petroleum Resources

Novelle Center

2013 Health and Safety at Work (HSE 1, 2) British International Safety Org.

Novelle Center

**PROFESSIONAL MEMBERSHIP AND ACHIEVEMENTS:**

* Nigeria Institute of Management (Chartered) NIM - Graduate Member, 2013 till date
* Awarded the **“Best Customer Service Staff” 2009** - United African Company (UAC Foods)
* Awarded the **“Best Sale Service Team” (SST) 2013** - Trends Hyper-market
* The “**Staff of the Month and Best Customer Service 2016**” - Mamfoodco LLC, Papa Murphy’s.

**PERSONAL DATA:**

Date of Birth: 3rd November 1981

Sex: Female

Marital status: Married

Language spoken: Fluent in speaking and writing of English

**HOBBIES:**

* Reading
* Traveling
* Making Friends (good interpersonal relationship)