**CV No 1945218**

**CURRICULUM VITAE**

****

**SYLVIA**

**DUBAI, UAE**

**ADMINISTRATIVE ASSISTANT**

**CAREER OBJECTIVE**

To be a fully accomplished Administrative and Customer Care professional, through continuous development of both Administrative and professional skills in areas of data entry and client focus.

**Highlights of Qualifications**

* Vast experience in delivering exceptional customer service
* Ability to establish and maintain effective relationships with customers
* Ability to work differently with people in customer service area
* Ability to provide customers with information about products and services

**PROFESSIONAL EXPERIENCE:**

**MOROTO LOCAL GOVERNMENT: 2009 -2012**

**Administrative Assistant.**

* retrieve information quickly and efficiently
* manage and complete multiple tasks accurately and by deadline
* organize, schedule and plan meetings and appointments
* take and distribute minutes of meetings within established time frames
* display solid working knowledge of standard computer applications including MS Word, Excel, Outlook and Power point
* draft correspondence and documents using good language and grammar skills
* plan and implement office procedures to improve efficiency
* collect and review information to generate reports
* handle queries and requests for information competently
* monitor and maintain office supplies and equipment
* communicate clearly and professionally with internal and external customers
* work effectively as part of a team to achieve established outcomes
* pay close attention to detail in all aspects of the job
* make decisions using available resources and sound judgment
* maintain confidentiality and discretion

**2013-2015**

**Customer Care Agent:**

* Greeted and interacted with customers to determine their product requirements
* Provided high quality customer service to clients and maintained their satisfaction level
* Provided purchasing assistance to customers and guided them to product location
* Promoted, recommended and sold appropriate merchandise to customers
* Processed payment transactions and bagged customers , promptly and properly
* Respond to in coming calls regarding technical questions and problem resolution
* Elicited and recorded customer information and inquiries, following prompts from a computerized system
* processes used to correct issues, reported consisted problems to the escalation agent
* Consistently met and exceeded established goals and performance metrics and attained overall performance goals of the organization
* Maintained account lists and solicited new business
* Developed promotional plans, sales literature and advertising proposals
* Established and maintained relationships with clients by providing top quality services
* Investigated and resolved customer problems
* Interacted with other departments to ensure quality service in placing orders and organizing promotional events.

**QUALIFICATIONS**

* Ordinary Level
* Advance Level
* Diploma in Information Systems Management (Aptech Computer Education)

**SPECIAL SKILLS**

* Excellent customer service skills
* Strong interpersonal skills to deal effectively in a business environment
* Computer applications
* Able to work in shifts
* Able to communicate in English

**PERSONAL DETAILS**

Sex : female

Visa Status : Visit visa

Languages Known : English

**DECLARATION**

This is to declare that all the information furnished in this resume is a true testimony of my personality

|  |
| --- |
| **SYLVIA AKELLO – CV No 1945218**To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |