**CURRICULUM VITAE**



##### DABO

##### [DABO.337250@2freemail.com](mailto:DABO.337250@2freemail.com)

**APPLYING FOR POSITION OF CUSTOMER SERVICE**

**CAREER SUMMARY**

Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

* Dynamic customer service professional experienced in both call-center and retail store settings.
* Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
* Highly professional--dependable, reliable and able to perform duties with minimal supervision.

**EMPLOYEMENT SUMMARY**

INSTITUTION/ORGANISATION POSITION

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| --- | --- |
| AMIGO LOGISTIC COMPANY NIG | 2010-2014 |
| Didula Mining (NIG.) LTD. | Customer Care Representative 2014 |
| Guinean Student Association G.S.A Nigeria (NGO) | Provost 2010 |
| Save A Soul Today (NGO) | Head Of Committee (presently) |

***Responsibilities;***

* Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
* Listen attentively to caller needs to ensure a positive customer experience.
* Access electronic and paper cataloging systems to look up product information and availability.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
* Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
* Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
* Memorized the company’s product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.
* Recommended solutions within customer budgets and proactively followed up with all leads.

**QUALITIES**

* Positive thinking.
* Hard working and promising.
* Result oriented.
* Reliable and trustworthy.
* Obey instructions.

**QUALIFICATION**

Ecole De Techniciens Supperieurs Du Benin (Republic of Benin, Cotonou)

B.sc in Computer Science 2009-2013

West Africa Examination Council O’Level 2006

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**HOBBIES**  Love travelling, Swimming, Listen to music, playing basketball, reading historic novels, playing football**,** surfing through the internet and watching news.

**PERSONAL DETAILS:** Nationality Guinean

Date of Birth 21/09/1986

Marital Status Single

Visa Status Tourist Visa

Language English (fluent)