

**Cynthia**

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**VISA STATUS**: ResidenceVisa

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CAREER OBJECTIVE

**Seeking career in the reputed organization having an environment that encourages continuous learning and provide exposure to new technologies so as to achieve professional and personal growth along with the organization.**

**Key Skills**

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| * **Customer Services Experience**
* **Sales Support**
* **Financial Services**
 | * **Reports & Documentation**
* **Analysis & Reporting**
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EDUCATION

* **Graduation BachelorBusiness Management 2011-2014**

***(University Sagessed’Afrique, Burundi)***

* **Level 2 In Management and Account 2007-2010**

***(*Centre Scolairemultidisciplinaire,Burundi*)***

**PROFESSIONAL EXPRERIENCE**

**DCoderz Intl. FZCO - Dubai (September 2016 to Present )**

**Tele sales / Telemarketing**

**JOB DESCRIPTION**

* **Develop list of prospects form city and telephone directories and other publics record.**
* **Schedule appointments for sales staff to meet prospective customers.**
* **Call prospective customers in designated market area to qualify leads and explain type of product offered.**
* **Informs customers of promotions and new or upgraded product using prepared scripts**
* **Processes Customer orders and updates client information in computer database system**
* **Follow up with customers to assure satisfaction, respond to queries, solicit further sales, and solve or refer problem**
* **Maintains phone time or sales quotas as determined by management**

**Fast forward Shipping Company Dubai,**

**Sales &Marketing (Sept 2015-May 2016)**

**JOB DESCRIPTION**

* **Attending good communication skills Provide customers service, Hardworking honest and kind person,**
* **Able to perform in pressure and multiple jobs,**
* **Welcoming and greeting customers,**
* **Responsible for service presentation to clients,**
* **Identify and resolve client’s problem, provide customers with information on daily deals and discount delight customers,**
* **Beyond the call of duty answer customers’ queries regarding products and deliveries**.

**Insurance company (SOGEAR, Burundi**

**Customer Care January 2011- July 2015**

**JOB DESCRIPTION**

* **Renewal of fleet policies and providing the same to the Brokers/Customers on time.**
* **Handling Incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors (if any).**
* **Handling all administrative tasks associated with the Motor Underwriting Department. Preparing new motor quotations and renewal quotations for corporate and individual clients.**
* **Attracts potential customers by answering product and service questions-Policy, contract, and cover-note documentation preparation where required. Visual inspection of motor vehicles.**

**PROFESSIONAL SKILLS AND VALUES**

* **Socializing / building good relationships with people**
* **Good Communication and learning skills**
* **Strong Analysis and problem solving skills**
* **Good interpersonal / leaderships skills**
* **Work well under pressure / Committed to task**
* **Expression of ideas clearly**
* **Self-Motivated, Ambitious and Reliable**
* **Creative, logical, and good Coordination skills**

**COMPUER SKILLS**

* **Windows**
* **Internet**
* **Microsoft office**
* **MS Power Point**

**LANGUAGES**

* **English**
* **French**
* **Swahili**

**PERSONAL PROFILE**

**DOB: 14th April 1988**

**Religion: Christian**

**Marital status: Single**

**Nationality: Burundi**

**Hobbies: Reading Books, Photography, Cooking, Movies, Music,Fashion,Travel, Sport as swimming**