**DRISCILLA**

**DRISCILLA.352356@2freemail.com**

**Career Objective**

Provide excellent customer service that will exceed client expectations giving the organization loyal customers with repeat business that will eventually increase revenue and growth.

**CUSTOMER SERVICE SKILLS**

* 3+ years of experience in customer service
* Familiar with IMS system and practices.
* High level energy and enthusiasm from the first customer to the last
* Exceptional Telephone personality able to build rapport with every customer
* Independent and a solid team member with exceptional customer service abilities

**PROFESSIONAL EXPERIENCE**

**Customer Service Executive,** Golden Tulip Hotel Ghana, Jan 2013 – Aug 2015

**Responsibilities**

* Collect information from our potential customers on phone
* Greeting guests with a smiling face and giving them all the necessary information about the company
* Escort and or direct guests to the places they need to go within the company
* Connect customers to the correct department and executives
* Explore possible client’s sites and compile a list of potential clients for management execution
* Match clients to the correct department based on client requirements
* Communicate with clients via phone and email
* Build clients base by building a social networks through cold calling and referrals

**Customer Service Executive,** Lighthouse International Ghana, Mar 2012-Dec 2012

**Responsibilities**

* Point of contact between the company and prospective client
* Investigate client problems and find solutions
* Communicate with client via phone, email, or letter
* Provide scripts to read from during phone calls
* Compile and print reports on overall client satisfaction.
* Isolate and identify areas of improvement
* Work with management on client service initiatives
* Utilize social media to respond to client complaints and praise
* Market company products to prospective clients
* Resolve client queries in time



###### DATE OF BIRTH

19th 0ct 1991

PLACE OF BIRTH

###### Ghana

VISA STATUS

 Visit Visa

MARITAL STATUS

Single

###### ACADEMIC QUALIFICATION

Bachelor of Arts , Industrial and Organisational Psychology (University Of Ghana-Legon, Ghana)

###### LANGUAGE PROFICIENCY

 Fluent in English

**TECHNICAL SKILLS**

Ms Excel

Ms Word

Ms Power point

**Hobbie**s: Travelling, Reading Books and meeting new people.