**Atong**

* ***DOB: 09/July/1988***
* ***Gender: Female***
* ***Status: Single***
* ***Nationality: South Sudanese***
* ***Email:*** ***atong.363017@2freemail.com***
* ***Current Location: UAE, 3 month Visit Visa***
* ***Notice: Immediately***

***CAREER SUMMARY***

* A highly experience flexible individual with managerial skills providing leadership and management for the day by day activities,
* always focused in developing and increasing quality of business.
* Creating a positive direct relationship with business contacts inside country and abroad.
* Very successful in achieving goals meeting deadlines and help defining company direction.
* As an administrator working under pressure and handling multiple tasks independently and within a team, ensuring good customer satisfaction for a proven positive working environment.
* Very much genuine and confident with high interest in helping and assisting client/customers creating a positive first impression not only face to face but also over the phone to meet customer expectation.

***STRENGTHS***

* Decision Maker
* Proven written and verbal communication skills in English/Arabic
* Proficient in writing and handling business correspondence
* Proven ability to organize personal work priorities
* Demonstrated ability to work independently and as part of a team
* Excellent organizational skills
* Excellent customer service orientation
* Able to manage stress timely and effectively
* Flexible in working hours
* Ability to communicate effectively with a wide range of customers.
* Able to identify and act upon potential sales opportunities
* Experience of working in a busy environment
* Writing reports analyzing the customer service that the company provides

***WORK EXPERIENCE***

*2013-2016*- **Customer services Team leader**

**AK for Decoration-Trading and Investment Co. Ltd-** *Juba, South Sudan*

* Business organization &planning
* Plan, develop and Implement systems, policies and procedures for controlling customer service strategies/service standards for superior service delivery.
* Increasing the awareness of Customer Relationship Activities with customers to improve customer service.
* Review customer-complaint and suggestions.
* Utilization of captive customer goodwill in sales and marketing efforts of company and work collectively with projects and implementing solutions for customer expectations.
* Lead the process of effective and efficient customer relations and improve the same to higher excellence.
* Responsible for Post sales interaction with Customers and Customer groups
* Team handling

*2012-2013-* **Travel Coordinator**

**Jazeera Medical Travel** *Juba,**South Sudan*

* Ticketing
* Ticket promotions
* Full travel arrangements:-
* Hotel booking
* Full patient service – hospital reservation
* Transportation
* Marketing
* Travel deals

*2011-2012***- Customer care agent**

**Achana for Decoration and Event** *Juba, South Sudan*

* liaise with clients to find out their exact event requirements;
* produce detailed proposals for events (for example, timelines, venues, suppliers, legal obligations, staffing and budgets);
* research venues, suppliers and contractors, and then negotiate prices and hire;
* manage and coordinate suppliers and all event logistics (for example, venue, catering, travel);
* liaise with sales and marketing teams to publicise and promote the event;
* manage all pre-event planning, e.g. organising guest speakers and delegate packs;
* coordinate suppliers, handle client queries and troubleshoot on the day of the event to ensure that all runs smoothly and to budget;
* manage a team of staff, giving full briefings;
* organise facilities for car parking, traffic control, security, first aid, hospitality and the media;
* make sure that insurance, legal, health and safety obligations are followed;
* oversee the dismantling and removal of the event and clear the venue efficiently;
* produce post-event evaluation to inform future events;
* research opportunities for new clients and events.

 ***ACADEMIC QUALIFICATIONS***

* COLLEGE OF CANADIAN

*Bachelors of Business Administration 2007-2011*

* AL NAKHUBA SECONDARY **SCHOOL** *2004-2007-SSCE*
* **HAJER PRIMARY SCHOOL** *1995-2003-PLE*

***COMPUTER SKILLS***

* *Office Packages: Microsoft Office 2003 (Word, Excel, Power Point, Outlook) , Internet*
* *Operating System: Microsoft Windows XP*

***LANGUAGES***

* *English: fluent*
* *Arabic: fluent*