**ISADORA**

**ISADORA.371024@2freemail.com**

**Career objective**

**A smart, dynamic and interactive Person with over 4 years of experience seek a challenging placement in any reputable company which offers me the opportunity to explore my talent to contribute to the growth of the organization.**

**Core competency**

* Confidentiality assurance
* Complaints management
* Premises security
* Quality assurance
* Data protection act development.
* Conflict resolution

**Educational qualification**

* Bachelor of Business Administration
* Advance Level Certificate
* Ordinary Level certificate
* First School Living Certificate

**Career snapshot**

* Sales executive: GOLDEN SUN - (DUBAI INTERNATIONAL CITY) from October 2016-April 2017
* Customer Service: MTN - (Cameroon) from July 2013-May 2014
* Sales representative: Express Union - (Cameroon) from November2014-febuary 2016

**Sales executive: GOLDEN SUN –UAE (DUBAI INTERNATIONAL CITY) from October 2016-April 2017**

**Responsibilities:**

* Handles incoming calls or inquiries from prospective customers or **clients**
* Assists customers effectively by solving customer disputes
* Provides customer additional information or explains services
* Discusses products offered and ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the public
* Resolve customer complaints via phone, email, mail, or social media
* Listen and respond to customers’ needs and concerns
* Provide information about products and services
* Take orders, determine charges, and oversee billing or payments
* Review or make changes to customer accounts
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Research answers or solutions as needed
* Refer customers to supervisors, managers, or others who can help

**Customer Service: MTN - (Cameroon) from July 2013- May 2014**

**Responsibilities:**

* Guide and direct customer service team towards achieving operational goals.
* Ensure that customer service team has excellent communication, to achieve customer satisfaction.
* Ensure that customer complaints are resolved in a professional manner.
* Provide supervision and technical assistance to customer service team to attain departmental and organizational goals.
* Train customer service staff to deliver high class customer service.
* Perform monthly reviews, appraisals and performance management reviews for the customer service staff.
* Ensure that the customer calls are handled and answered in a timely and accurate fashion.
* Conduct meeting with Managers to discuss about process improvements and issues.
* Educate customers about organization’s products or services.
* Maintain communication with customers via emails, phone calls, etc.
* Prepare documentation and reports on routine customer correspondence for future reference purpose.

**Sales representative: Express Union - (Cameroon) from November 2014-febuary 2016**

**Roles and responsibilities**

* In- charge of interacting with clients and providing them proper information concerning the products and the services offered by a certain bank
* Executed financial transactions according to bank policies and procedures
* Responded to customer inquiries, providing information on bank accounts, policies, products, and services
* Assessed needs of customers, suggesting products and services accordingly
* Effectively manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Handles incoming calls or inquiries from prospective customers or **clients**
* Assists customers effectively by solving customer disputes
* Provides customer additional information or explains services
* Discusses products offered and ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the public

COMPUTER SKILLS

* Perfect in using Microsoft office, word and excel

LANGUAGE SKILLS

* English: excellent in reading, writing and speaking
* French: excellent in reading, writing and speaking

**PERSONAL DETAILS**

* Date of birth**: 15/07/1996**
* Visa status: **visit**
* Marital status**: Single**