 FANG

■ Residence: Al Quoz Dubai ■ Email: FANG.375633@2freemail.com

**Customer Service Representative**

**OBJECTIVE:** Productive, dynamic and ambitious individual seeking a Customer Service Representative position with an exceptional customer service and hospitality skills to maximize the satisfaction of customers and increase repute of the company.

**HIGHLIGHTS OF QUALIFICATIONS**
• 2 years’ experience as a Customer Service Representative.
• Highly skilled in greeting customers in a polite manner
• Professional and neat appearance
• Comprehensive knowledge of checking safety and security of customers throughout their stay in the hotel/restaurant.
• In-depth knowledge of maintaining consistently high on-board standards

**Customer service representative expertise**
• Proven record of taking and accepting responsibility.
• Able to take the initiative to address tricky issues
• Special talent for providing exact and detailed information to customers
• Strong desire to learn company policies in accordance with operations manuals
• Able to ensure sales targets are met and exceeded beyond expectations

**EMPLOYMENT HISTORY**

* **Dubai Rent A Car LLC (Europcar Dubai) from August 2016 till present.**

**Responsibilities: Financial Controller Secretarial (fcsec).**

**.** Analysing the daily, weekly and monthly financial reports from all the various Desks and Airports/Hotel locations of the company.

**.** Ensuring the data entry and financial comparison of the present and previous year are comparable by explaining in financial terms both years in question.

**.** Taking files and cheques to the Financial Controller for signature and approval before dispatching it to the GM and MD, on a daily, weekly and monthly basis.

**.** Scheduling meetings for the Financial Controller with other investors and partners.

. Taking track records of traffic fines by customers, staff who have rent cars with the company and have incurred some traffic fine violations and have been charged by the police, by charging them on a weekly basis.

. Preparing Fuel invoices for lease and Monthly customers and handing over to the lease department for charging, twice a month.

. Taking full and complete responsibilities on personal duties and responsibilities as a personal assistant to the Financial controller on his personal files like, his mails, cheques, visa and passport copies, his bank transactions, house property and his holidays and vacation trips alongside his families as well.

. Preparing the Vehicle sales reports on a monthly basis by taking the reports from the Car sales department, comparing it with the D3 figures and transform into financial explanation before sending it to the various departments for adjustment and approvals.

. Having an update from the HR department on incentives and bonuses required to each employee on a monthly basis.

***Professional Certificates:***

* Employee of the month of June 2017 in Accounts Department.

***Professional Experience 2***

* **Speed Point Dubai from June 2015 – August 2016**

**Position: Human Resource Assistant.**

**Responsibilities**

* Coordination of staffs.
* Daily and Monthly Report to Management.
* Daily schedule of work locations by each employee.
* Health and personal needs of each employee is looked upon regularly.
* Staff Accommodation and transportation issues are resolved on time and at the best means possible.
* Coordinating of staff vacation, salary increment, visa and medical processing, over time and bonuses.

***Professional Experience 3***

**CHARIOT HOTEL– BUEA, CAMEROON
Customer Service Representative, May 2012 – May 2015**

* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Maintain financial accounts by processing customer adjustments
* Recommend potential products or services to management by collecting customer information and analysing customer needs
* Prepare product or service reports by collecting and analysing customer information
* Contribute to team effort by accomplishing related results as needed
* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure
resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Go the extra mile to engage customers
* Resolve customer complaints via phone, email, mail or social media
* Use telephones to reach out to customers and verify account information
* Greet customers warmly and ascertain problem or reason for calling
* Cancel or upgrade accounts
* Assist with placement of orders, refunds, or exchanges
* Advise on company information
* Take payment information and other pertinent information such as addresses and phone numbers
* Place or cancel orders
* Answer questions about warranties or terms of sale
* Act as the company gatekeeper

**Professional Experience 4**

* **City Trust Credit Funds Cameroon from 2010 to 2012**

**Position: Administrative Assistant**

**Responsibilities**

* Maintains office operations by managing office administration
* Developing and maintaining office organization.
* Handling various forms of communications and passing them to the attorney
* Receiving clients preparing and organizing documents.
* File and document management.
* Answering phone in a professional and prompt manner

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| ***Educational background*** |

BSC-Management University of Buea, Cameroon …………….2012

Cost Accounting/Secretarial Duties Training Buea, Cameroon ….2010

G.C.E Advanced Levels……Mother Teresa College Douala…….2009

G.C.E Ordinary Levels………..PSS Bafut...................………….2006

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| ***Language proficiency*** |

* English (Excellent)
* French (Excellent)
* German (Average)
* Arabic (shewshew)

***Personal Objective***

My desire is to create a truly competitive arena wherever I work. I want to bring my enthusiasm and sense of confidence to the organization and to the people I work with.

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| ***Professional Skills*** |

* Excellent interpersonal, verbal and written communication skills.
* Natural ability to work on own initiative or as part of team.
* Excellent teambuilding skills.
* Strong organizational skills.
* Excellent service and phone skills.
* Excellent ability to greet visitors, to handle phone calls and to give information to customers and visitors.
* Strong attention to detail.

***Computer skills***

* Microsoft office (excellent)
* Microsoft Excel(Excellent)
* Internet (excellent in research)
* Secretarial Duties and Knowledge skills(Excellent)

**Hobbies**: playing and watching football, reading, online research.