**CURRICULUM VITAE**

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| C:\Users\Safia Home\Documents\ScanImage315.jpg**Anita** **Customer Service, Sales and Admin Professional****PROFILE*** Professional in Sales & Marketing, Customer Services with 5 Years work experience.
* Provided assistance in marketing, management & documentation of inventories, records & sales.

**LANGUAGES*** English
* Nigerian

**EMAIL:****Anita-389546@2freemail.com****SKILLS*** Microsoft Word
* Typing Skills
* Microsoft Office and Excel
* Information Management
* Database andRecord Management Scheduling
 | **EXECUTIVE SUMMARY*** I’m looking for **Sales Indoor, Customer Service, Receptionist, and Admin** with 5 years work experience who maintains professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty and satisfaction.
* I have excellent communication skills, proficient in English and French.
* Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every Client.
* Ability to solve problems easily as possible and to placate clients, maintain high customer satisfaction that can keep them coming back.
* Worked genuinely and passionately in flexible shifts with harmonious teams to proactively serve the clients better.
* I have the ability to grow a sustainable relationship and trusts with clients via constructive communications.
* Ability to handle customer’s complaints and provide appropriate solutions and alternatives.
* I am confident in carrying out my duties.
* I also have the ability to work under pressure, multitask effectively and efficiently in minimum or no supervision.

**EDUCATION*** University of Benin, Nigeria. (2006 to 2012)

B.SC International Studies and Diplomacy (Degree) * Girls Secondary School Unubi, Nigeria.(1998 to 2003)

Senior School Certificate.**WORK EXPERIENCE** **Customer Care Executive****MTN Telecommunication, Nigeria****2017-2018** * Handling inbound and outbound calls, offering voice support for customers queries, complaints and enquires.
* Additional sales by calls, mobile adverts, online andtele marketing.
* Handle inbound and outbound mails, queries, complaints an enquires.
* Document management on customer calls logs and reports for decision making and sales optimization.
* Worked in flexible shifts and with different teams.
* Open and properly distributed incoming calls.
* Provide accurate & valid information’s to the customers, addressing clients, customer inquiries, deals, reply or send emails and posts.
* Keep records of customer interactions & attended to their various needs.

**CY Incorporated****Logistic Office Administrator, Nigeria** **2015-2017** * Provided daily reports on logistic movements.
* Directed guest and route deliveries and courier services.
* Maintained product inventories and truck optimization.
* Handled all customer enquiries and complaints.
* Handle all cash and credit card transaction.
* Place phone calls to confirm appointments, reservations and orders of truck loading and logistics.
* Used Microsoft office to create forms for data result.
* Entered all sales activities into company tracking system.

**Sunshine Craft Production** **PA / Customer Service Manager, Nigeria** **2013-2015** * Developed and provided all required information’s and administrative support.
* Excel in multi-tasking andhandling a variety of customer services.
* Maintained inventories of office.
* Acting on customer feedback.
* Process document payable.

**TRAINING** * Alliance francais de Lagos
* Diploma d Etude En Lang De Francise

(Proficiency in French Language)* Aviation Ticketing and Hotel Management (IATA) Nig.
* Knowledge in Ticketing & Hotel Reservation.
* Knowledge inBusiness and Sales Representative Marketing.
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