**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**](mailto: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. |