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| **Bernice**  Email ID : [Bernice-390465@2freemail.com](mailto:Bernice-390465@2freemail.com) | | |
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| **CUSTOMER SERVICE PROFESSIONAL** | | |
| **Profile**  **Areas of Expertise** | Enthusiastic customer service professional who is highly organized and efficient in fast- paced multitasking environments; able to prioritize effectively to accomplish objectives with creativity, enthusiasm and humor. Excellent communication with both team member and management of all levels. Ability to managed my time effectively and be flexible to work shift patterns.  Currently seeking opportunity for personal and professional growth, within the customer service field that can enhance my skills and experience , and to make significant contribution to the growth of an ambitious company  Problem solving and interpersonal skills. Customer communications Adaptability Call handling Telephone etiquette Time management  Business Awareness Flexibility Customer service Complaint resolution  Product knowledge Telephone manner Administrative duties | |
| **Key Skills& Competence** | * An excellent level of attention to detail. * Able to work on your own initiative and to tight deadlines. * Ability to prioritize workload in a demanding team environment. * Experience & knowledge of Microsoft Office, PowerPoint, Excel, Outlook | |
| **Employment** | **Inglot Cosmetic Brand – Apparel Group L.L.C., UAE**   * Proficiency in makeup according to skin tone. * Excellent makeup application skills with high levels of creativity. * Maintaining high standards of customer service, Good communication skills. * Ability to work well with the team. * Good knowledge on current trends in cosmetics and make up industry.   **Koforidua Regional Hospital-National Service**   * Maintaining and providing effective clinical care including discharge planning. Ensuring patient safety pre and post operatively. Providing culturally sensitive care to individual patients. | Oct.2016 to Oct. 2018  Oct’13- Aug ‘14 |
|  | **K.I.A Enterprise – Ghana**  (Private sector who sells, repair PCs, as well as provide commercial transportation) My main duties and responsibilities include:   * Provide general secretarial/administration support to senior manager * Organizing external/internal meetings attending them and taking minutes for reports and briefing papers for presentations. * Scheduling appointments and arranging travel and accommodation. * Raising purchase orders repair, expense claims and arranging invoices. * Dealing with incoming emails, faxes and post. Responsible for stationery acquisition including periodicals and subscriptions. * Involved in recruitment, budgets & accounts, managing junior staff & HR issues. | Nov ‘13 |
|  | **Redeem Net-Internet Café- Ghana**  Front Desk Agent   * Meet, greet & Assist customers and advising them on products available. * Ensure customer service delivery was the main focus to solve any issues for clients on accessing the internet. * Assist with record keeping, filing document, selling internet time vouchers and creating email accounts for clients. * Monitor phone calls effectively.   **Friends of Little Ones International School**  Teaching Assistant- (Voluntary Work)  Duties includes:   * Assisting the teacher in the management of pupils and the classroom. Helping children in their studies and all areas of the national curriculum. * Providing general support and one-to-one assistance for pupils * Monitoring a pupil’s performance throughout the year. * Planning learning activities & school trips with teachers. * Organizing and maintaining books, learning materials and resources. Providing extra support to children with special needs or those who speak English as a second language. | **Aug ’11-May’13**  **May’12-**  **May’13** |
| **Education** | **Koforidua Polytechnic- Ghana**  HND Accounting- Marketing, HR management, financial & hospitality management   * Sogakope Senior High School   Secondary Certificate   * Ebenezer Junior High School: BECE | **Sept’13-jul’14**  **Sept’11-Jul’13**  **Sep’05-ju’07** |