|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | CURRICULUM VITEA |  |  |  |  |
|  |  |  |  |  |  |  |
| **NAME** | **:** | **FRANCIS**  |  |  |  |  |
|  |  |  |  |
| DATE OF BIRTH | : |  | 11TH SEPTEMBER 1977 |  |  |  |  |
| NATIONALITY | : |  | GHANAIAN |  |  |  |  |
| CIVIL STATUS | : MARRIED |  | MARRIED |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | Email: francis.390839@2freemail.com |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |



**POSITION: CUSTOMER CARE**

**CAREER OBJECTIVE**

A well-mannered, articulate and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business. Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of an ambitious company.

**WORK EXPERIENCE**

**COMPANY NAME DESIGNATION DUARATION LOCATION**

**: SLYMART VENTURES LTD**

**: CUSTOMER CARE**

**: 4 YEARS**

**: GHANA**

**COMPANY NAME DESIGNATION DUARATION LOCATION**

**: BEROCK LOGISTICS**

**: CUSTOMER CARE**

**: 2 YEARS**

**: GHANA**

**DUTIES AND RESPONSIBILITIES**

* Handling enquiries.
* Answering incoming calls.
* Performing administrative functions.
* Processing customer correspondence.
* Resolve customer complaints via phone, email, mail, or social media.
* Greet customers warmly and ascertain problem or reason for calling.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Answer questions about warranties or terms of sale.
* Identifying barriers.
* Inform customers about the deals and promotions.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves 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.
* Maintains financial accounts by processing customer adjustments. Recommends potential products or services to management by collecting customer information and analysing customer needs. Prepares product or service reports by collecting and analysing customer information. Contributes to team effort by accomplishing related results as needed.

**KEY SKILLS**

* Commercial Awareness
* Communication
* Team work
* Negotiation and Persuasion
* Problem solving
* Leadership and Organisation
* Ability to work under pressure and Confidence

**EDUCATION BACKGROUND**

*High School Education*

*Diploma in marketing*