

FAITH

**Customer Service Representative/Sales Associate**

Dubai, United Arab Emirates

**GENERAL OBJECTIVES**

Seeking for a challenging career in an organization where I can use my diverse skills, knowledge and efforts to add value to the organization/company. To contribute my creativity and hard work towards the success of the institution I am qualified for.

**SUMMARY**

* Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.
* Hardworking, determined and career driven.
* A resourceful and motivated self-starter with progressive experiences across a range of roles and responsibilities.
* Maintain a host of exceptional communication, hospitality, presentation and IT skills.
* Able to perform superlative standards under pressure and in a targeted environment, consistently achieving high standards and meeting deadlines.
* Highly adaptable.
* A service oriented professional who is confident when handling enquiries, complaints, and communications.

**WORK EXPERIENCE**

**GUEST SERVICE ASOCIATE**

(Dubai Aquarium and Underwater Zoo)

 2017-2019

**Responsibilities**

* Participate in all areas of DAUZ education service including schools, programs, presentations, tours and one on one interaction.
* Communicate and keep the attention of various age groups effectively and also communicate to small children as well as groups of adults in a professional manner.
* Monitoring of the animals on display and reporting unusual behaviour to an Aquarist or supervisor.
* Monitoring the pubic to ensure the safety of both the animals and public are maintained throughout the day.
* Delivery of high level interpretive presentations to the public throughout the day with proper use of microphones and audio equipment
* Keep update on environmental concerns and conservation initiatives both locally and worldwide.
* Make sure to be familiar with all the current promotions and discounts offered at Dubai Aquarium & Underwater Zoo.
* Ensure work area is ready for operation according to the policies and procedures of DAUZ.
* Deliver interpretive talks that are accurate, engaging, entertaining and consistently delivered to customers.
* Serve customers and deal with members of the public and other contacts in a polite and courteous manner at all times in order promote good customer service.

**Skills**

* Excellent time management skills.
* Ability to multi-task.
* Excellent customer service skills.
* Ability to utilize available resources effectively.
* Ability to communicate clearly and precisely (written & oral).
* Excellent presentation and interpersonal skills.

**Customer Service Representative**

**AMPM Commercial Brooker**

**Algarhoud Dubai**

October 2013-November 2016

**Responsibilitie**s:

* Respond promptly to customer questions and concerns in person or via telephone, letter, and email-always in a professional and efficient manner.
* Responsible for handling a wide range of incoming calls and face to face meetings with customers.
* Answer customer telephone calls regarding existing accounts.
* Consult with customer to evaluate needs and determine best options.
* Counsel customers on options for available services.
* Consistently improve customer satisfaction through expert resolution of conflicts, issues and concern.
* Undertaking general administrative duties like filing and photocopying.
* Processing orders, forms, applications and request for information.
* Keeping up to date with all the company’s product, services and procedures.

**Sales Associate/Cashier**

**Exclusive Stores**

**Wuse 2, Abuja, Nigeria**

September 2010 - September 2012.

**Responsibilities**:

* Responsible for tracking customer’s orders or responding to questions or concerns from customers.
* Engage in meaningful interactions with customers for resolving inquiries, receiving payments by cash, credit cards or through vouchers on daily basis.
* Prepared promotional strategies to maximize company’s profit.
* Demonstrated technical selling skills and product knowledge.
* Assisted in promotion of products
* Attended meetings with suppliers and customers.
* Prepared sales reports.
* Developed a database of qualified leads through referrals, cold calling, direct mail, email, and networking.
* Ensure any void or cancelled transactions are double checked by head cashier or manager on duty.
* Organized product demonstration to generate awareness among customers.
* To sign the till on and off correctly ensuring the float is balanced and there is sufficient change.

**EDUCATION**

Bachelor Degree in Mathematics

Federal University of Technology minna-Nigeria

2008-2013

**ADDITIONAL INFORMATION**

Permanent residency: Nigeria

Languages: English (fluent), Hausa, Edo

Visa Status: Husband visa

Marital Status: Married

Nationality: Nigerian

Availability: Can join immediately

Personal Contact: faith-398215@2freemail.com

Reference: Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>