

CURRICULUM VITAE

**MERCY**

**Email:** [**mercy.21611@2freemail.com**](mailto:mercy.21611@2freemail.com)

**VISA Status:** Employment Visa (**Available to join immediately**)

**OBJECTIVE**

*To obtain such a challenging position in an organization that enables me to put my knowledge for the achievement of organizational objectives on the promise deserve*

**SKILLS**  

* Strong knowledge of customer service practices
* Proven ability to manage conflicts and escalated customer issues
* Ability to Multi-task, prioritize and work under pressure
* Willingness to continually acquire new competencies and accept new challenges
* Ability to work independently without Supervision as well as in a team;
* Ability to cultivate and build relations with colleagues and affiliates at all levels

**PROFESSIONAL EXPERIENCE** 

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**Work Expereience /Logistics Coordinator- Lifco Head Office, Sharjah ,**

**U.A.E –June 2012 till 30th March 2018**

* Managed, planned, and updated schedules of all incoming shipments and maintained records to closely monitor shipments’ status.
* Prepare L/C application L/C Negotiations, Bank Guarantee and other document to be submitted to bank.
* Verified shipping document drafts sent by supplier.
* Followed up with suppliers to ensure that complete set of original shipping documents (B/L, Invoice, packing list, & Certificate of Origin) are at hand prior to shipment’s arrival.
* Managed insurance applications for all consignments.
* Monitored supplier’s accounts to make sure due payments are settled on time.
* Prepared payments for suppliers as per the agreed payment terms (LC at sight, DP at sight, or T/T) and coordinated with Finance Department for processing the transfers/payments.
* Followed up and coordinated with banks for document collection for LC shipments or DP at sight shipments.
* Provided instructions to appointed clearing agent with regards to shipment booking, clearance, & container delivery to final destination.
* Prepared and submitted all documents and freight invoices to accounts department for costing purposes.
* Handled marine insurance claims, ensured timely notifications were sent to the insurance company and followed up on discharge receipts and credit notes.
* Cleared shipment using Dubai Custom Mirsal -2, processed document for Duty Exemptions.
* Monitoring Dubai Custom Account and making sure payment is made on time to avoid penalty
* Processing Export Document, Invoice, packing list and certificate of Origin using Dubai Custom Portal or Sharjah Chamber of Commerce.

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**Customer Service Agent / Furniture Showroom/Lifco Group of Companies,**

**Sharjah .U.A.E/ February 2012 to June 2012**

* Coordinated and responded to all enquiries from customers via emails and telephone calls.
* Attended to walk in customers
* Coordinated with the warehouse supervisor to ensure the delivery is according to our agreement with the customers
* Prepared letters for customers regarding promotion proposals, credit notes, and other sales related matters
* Liaised with procurement officer and suppliers regarding enquiries, quotation requests, order confirmations, payment and other matters related to purchasing department.
* Filing and archiving of documents
* Verified and prepared expense reports of sales team for Management’s approval for reimbursement.

**Administration Assistant/ MGT Free Zone ,Dubai/February 2011 to December 2011**

* File correspondence and other records.
* Manning the reception.
* Receive and process incoming and outgoing mails.
* Released cheque for payment to the Suppliers
* Maintaining record for office supplies and stationary
* Following up payment with clients.

**Sales Executive/ Administration Assistant- Alshaya Trading Company L.L.C, Dubai, UAE/March 2008 To January 2011**

* Delivered exceptional customer service skills which increased Customer feedback and reduced escalated customer complaints
* Assisting the customers while shopping and giving them alternative and additional products
* Experienced Cashier
* Acted as the first point of contact
* Prepared monthly, weekly and daily sales analysis report
* Updated the customers database weekly
* Banking and keeping employees register
* Trained new staff regarding all sales procedures, requirements and company policies
* Preparing employees weekly Rota

**Data Entry Clerk/ Coseke Kenya Ltd/April 2006 to November 2007**

* Data Entry

**PROFESSIONAL QUALIFICATION**

* Bachelor of Business Administration –January 2017 to January 2019-(Jaipur University Centre Dubai
* Supply Chain Management Zabeel Institute, Dubai, UAE- March 2009- June 2009
* Diploma in Business Administration – Compuera College, Kenya – March 2002- December 2004
* Certificate in Secretarial & Office Management Kiambu Institute of Science & Technology, Kenya (January 2000- December 2004)

**INFORMATION TECHNOLOGY SKILLS**

* MS Office (Outlook, Word, Excel & PowerPoint)
* Typewriting English Higher