**Annajulia**

**Email Id:** **annajulia.324040@2freemail.com**

*My aim is to build a career in the UAE. I am skilled in cultivating relationships with clients and colleagues. I am, particularly adept at communicating fluently in English, with clarity and diplomacy to individuals from diverse cultural and organizational backgrounds.*

**ACADEMIC QUALIFICATIONS**

Last School Attended : Women’s University in Africa

Qualification : Honours Degree

Highest Grade : Upper Second Class 2:1/ GPA (3.0)

**SKILLS & ATTRIBUTES**

**Communication & Interpersonal skills**

* Strong presentation skills demonstrated from academic presentations and teaching Level & A ‘Level classes
* Built relationships and a rapport with key members of various teams in the field that I had to contact regularly for updates and to resolve any issues related deliveries and driver shifts
* Extensive experience is customer service gained through working as the main customer contact at Meliora company

**Teamwork**

* Worked on group projects all through my studies at university, on both presentations and group reports.
* Worked in a team of 5 teachers to coordinate lessons and group activities for students.

**Adaptability and initiative**

* Managed to adapt different environment when we visited different client sites(some rural and some factories)
* Flexible approach to work : I sometimes stayed late to ensure that deadlines were met.

**Organisation**

* Prioritised and managed my time to ensure that I delivered reports in a timely and accurate manner during my work placement

**Numeracy & IT**

* Competent with all Microsoft Office Packages
* Competent in basic management of Petty Cash
* Competent in managing basic banking and bank account management

**PROFESSIONAL WORK HISTORY**

**(***March 2016- November 2016)*

Receptionist/Customer Service Representative

* Welcoming customers to the company with a bright smile
* Resolving customer complaints and coordinating with the duty supervisors when necessary
* Managing Petty Cash and handling weekly banking runs
* Maintaining the customer database and working to retain dormant existing customers

**DENMAK TRAINING SERVICES (***November 2015 - February 2016)*

Teaching Assistant

* Assisted in teaching the A’ Level Sociology classes
* Assisted in teaching O’Level Religious Studies classes
* Provided cover for absent teachers and ran lessons according to existing lesson plans.
* Adjudicated final 0’Level & A’Level Cambridge and Zimsec exams.

**MELIORA HOLDING COMPANY (***February 2014 – November 2015)*

Customer Service Representative

* Answering phones and responding to client queries
* Communicating with drivers to ensure timely deliveries
* Weekly banking (deposits) for the management team*.*