****

**EMELDA**

**EMELDA.332707@2freemail.com**

**PERSON SUMMARY**

A team oriented with excellent nication skills and dedicated to customer service, with a passion to satisfy, win awards and have a long term relation with the company where my creativity and ability can be utilized with anticipation for growth and security.

**PRINT WORLD KENYA-JUBA**

**CUSTOMER SERVICE SUPERVISER- 2012 – 2014**

**CAREER OBJECTIVES** - Customer service supervising role in fast paced environment, where supervising and managing leading and assuming responsibilities of all customer care activities and services, will ensure that the organization has broad-based, satisfied clientele.

**Responsibilities and duties**

* Oversaw daily activities and supervised a team of customer service representatives who provided technical support to companies customers.
* Solved all major problems/queries that subordinates were not able to solve earlier.
* Led the process of hiring customer service representative.
* Assisted and advised customers regarding usage and benefits of organization and product or services.
* Communicating with the customers to get their valuable feed backs and suggestions for improvement in firm’s product and service.
* Provided customers with on-the spot solutions and when necessary, refunds when dis-satisfied with work firm’s services.
* Created and maintained tailor-made customer service training program.

**NOTABLE ACHIVEMENTS AND INITIATIVES**;

* Exceed targeted results in customer retention, client’s expectations sales and support service as well as other customer service goal.
* Designed quality control program and implement standards to coach employees towards high performance and success.
* Assisted the department involved and top level management in solving severe issues which may have been produced due to firm’s services or products.

**AGELDIT AND SONS GENERAL TRAIDING COMPANY LIMITED**

**SALES AND MARKETING MANAGER 2014**

**CAREER OBJECTIVE – 2014 -2016**

Leverage consultation selling approach to build relationships across target market, develop marketing strategy and implement training, program to on-board new hires and create consistent methods across sales team. Contributing to new ideas and strategies that would help the company grow and expand.

**RESPONSIBILITIES AND DUTIES**

* Mentor, manage and supervise an inside and outside team of twelve employees.
* Improved overall Gross Margin Dollars by **17%** in less than year.
* Successfully expanded market share by **30%** through strategic sales initiatives and marketing leadership.
* Achieved reputation for exceptional customer service and clients retention rates.
* Bidding for tenders and contracts from the large clientele in and around juba.
* Research and finding of the market price to the goods and services we offered due to the poor stability on the economy the country was going through.
* Sending and managing emails to introduce my company to the new **UN** agencies and **NGO’S** agencies through the whole of juba region.

**NOTABLE ACHIVEMENTS**

* Increased number of clientele **57%** within 8 months of joining the company.
* Increased customers expectations on the quality and service delivered to their expectations and requirements with the ability to deliver on time before the delivery dates signed on the contracts.
* An increased profit margin of **97%** especially on the goods delivered on construction materials and services and emergency equipment category.
* Personally with growth on excellent regional and international knowledge of goods and services we provided, on the companies to inquire from, the quality, purchasing and making orders, convincing clients on tenders and timing right to beat the deadline.

**CORE COMPETENCIES**

* Fast leaner with a passion to my extent field.
* Excellent problem-solving skills.
* Leadership, coaching and mentoring- Ability to motivate and train others.
* Organized, combined with multi-tasking ability.
* Reading comprehension, active listening and communicating skills.

 **PERSONAL DATA**

* **Date of birth**: 19th August 1989
* **Nationality**: Kenyan
* **Sex:** Female
* **Marital status**: Single

**EDUCATION PROFFESSIONAL QUALIFICATIONS**

* Diploma in front office and secretarial with bridging in customer service strategy training course.
* Diploma in cabin crew, customer service and travel knowledge.

**REFEREES –** Upon request.