CURRICULUM VITAE



Personal Data

Name

Date of Birth

Peris

December

Single

[Peris.366255@2freemail.com](mailto:Peris.366255@2freemail.com)

Marital Status Email

Professional Profile

Self-motivated, resilient and results oriented telesales professional with business acumen and proven success in both financial and consumer sector.

* Tasked with answering project a professional company image through phone interaction w ith new and existing customers.
* Answering customers inquiries and resolving their complaints.

Professional Background Teyseer Trading and Contracting Company W.L.L

Doha,Qatar August 2015-March 2017

Call Centre Agent

*Key Achievements:*

Provided the highest level of prompt and friendly customer service which increased client base by 40%.

Excellent communication skills and telephone manner.

Duties and responsibilities:

Providing advice, assistance and information to callers.

* Attempting to resolve all enquirers on first contact with the caller.

Making sure that all telephone calls are answered promptly Dealing with customers queries, request, orders or complaints Following up customers by calling them back .

Research required information for callers using available resources.

Involved in processing orders, forms and application.

* Sending emails to clients answering their enquiries.
* Arranging appointments incase of repair.

Personal Profile

Safaricom

Nairobi, Kenya February 2014 - June 2015

Call Centre Agent **Key Achievements:**

* Grew client database by 150% in 12 months.
* Increased average order value by 30%.
* Achieved 110% of target in 6 months.

***Duties and responsibilities:***

* Kept in contact with existing customers in person and by phone
* Made appointments with and meeting new customers
* Agreed on sales, prices, contracts and payments
* Met sales targets
* Promoted new products and any special deals
* Advised customers about delivery schedules and after-sales service
* Recorded orders and sending details to the sales office
* Gave feedback on sales trends

Telkom Nairobi, Kenya

Customer Service Agent December 2009 - January 2014

***Duties and responsibilities:***

* Welcome and greet guests professionally, explain the lounges experience to first time guests
* Handled customer inquiries both telephonically and by email.
* Researched required information using available resources.
* Managed and resolve customer complaints.
* Provided customers with product and service information.
* Entered new customer information into system.
* Updated existing customer information.
* Processed orders, forms and applications.
* Identified and escalated priority issues.
* Sell and process membership and retail products when necessary.
* Address questions and concerns of guests and staff in an efficient, cordial and professional manner and ensure proper follow up.
* Documented all call information according to standard operating procedures.
* Properly follow opening and closing procedures.
* Perform special projects and other duties as delegated by manager.

Notable Contributions

* Built good rapport with clients.
* Turned most angry customer to a happy one. This made them refer more customers to us.

Education

Christ The King

Post Graduate Diploma in Information Technology

Wanjohi Girls High School, Nairobi,Kenya

Certificate, KCSE.

Additional Skills

* Promotion and marketing • Display sourcing
* Advertising • Time Management

° Inventory management • Customer Care

« Creative flair

References

June 2015 November 2008

Available upon request