|  |  |
| --- | --- |
| **Raissa** ***Customer Service Representative*****E-mail:** raissa.369944@2freemail.com  | **4993** |

**Profile Synopsis **

|  |
| --- |
|  |

A well-presented, articulate and confident individual with a proven ability to provide exceptional marketing and customer service services to ensure and improve quality as per the vision and mission of an organization on the one hand, and customer requirements on the other hand. This through effective marketing techniques acquired from studies and experience. Further creating customer delight by superseding their expectations. At the end of the day, we have happy customers and a prosperous company. Capabilities in performing multiple tasks independently, handle work pressure, and meet tight deadlines; A deadline-driven, excellent analytical, problem solving, decision making, time management, communication & interpersonal skills. I seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

|  |
| --- |
| **Strengths** |
| * Superb Analytical and Problem Solving skills
* Having an outgoing personality
* Comfortable working in a fast paced environment
* Able to work in a multi-national team environment
 | * Adept with Basic First Aid
* Good interpersonal skills
* Goal Driven – Dynamic – Vibrant Personality
* Works with confidence and minimal supervision
 |
| **Certifications** |

**Basic Airline Security Course And Dangerous Good Awareness AVSEC (EMIRATES AVIATION COLLEGE)**

**DPS (Department Of Protective Systems) LICIENCE.**

**Fire And Safety Trainning**

**Customer Service**

**Bachelor’s Degree In Marketing – University Of Dschang**

**General Certificate Of Education (Gce Advanced Level Certificate)**

**General Certificate Of Education (Gce Ordinary Level Certificate)**

|  |
| --- |
| **Key Achievements**  |

* Gained 3+ years’ experience in UAE with one of the reputed company Transguard Group
* Gained 1 years’ experience in Bangkok Thailand as a Customer Service/ Sales Agent at Hard soft computers and accessories
* Gained 2 years’ experience in Cameroon with CAMNEWS 24 in Marketing

|  |
| --- |
| **Core Competency**  |

* Provide administrative support including maintaining all departmental files, records, and publications needed to support organizational activities.
* Innovative with good analytical skills, loyalty, faithful, obedient, willing to work under pressure.
* Good aptitude for team work.
* Always willing to learn and adapt very fast.
* Can conveniently work with people from multicultural background.
* Very good communication skills and good in human relationships, enthusiastic, and have excellent customer service skills.
* Capable of providing Quality and Service Orientation
* Customer Orientation

|  |
| --- |
| **Proven Job Role**  |

**Security Guard – Transguard Group Security, Dubai Intl. Airport**

* Checking passengers if they are carrying any prohibiting items
* Provide passengers with accurate information as per their request
* Maintaining order in the airport by monitoring passengers movement
* Handling lost and found
* Cargo inspection, Ramp Operations(Aircraft Cabin Search, checking passengers at the boarding gate)
* Conducting ETD checks to passengers at the boarding gate
* Emirates checking counters( conducting dump search on passengers carry-on baggage)

**Customer Service/ Sales Agent– Hard soft computers and accessories (frames and glasses, bulk and retail shop) BANGKOK: THAILAND**

* Respond to queries and needs of customers promptly.
* Serves as first contact to customers and take care of their needs.
* Take customer orders alongside doctor’s recommendations.
* Handle documentation of customers records and previous orders
* Ensure corrective actions are implemented to customer complaints.
* Daily update of all registers
* Detail document control and check to ensure they meet minimum requirements
* Corresponding with different departments
* Ensure daily, weekly and monthly reports are sent to top management

**Customer Service/ Sales & Marketing Agent– CAMNEWS 24**

* Launching campaigns ( CANAL + OFFER, YOO MEE products)
* Participating in public events in order to advertise our customers products
* B2B, face to face, electronic and media campaigns and publicity on behalf of our customers
* Respond promptly to customer inquiries
* Publicity campaigns, Press releases
* To handle team related queries by liaising with various support functions
* Obtain and evaluate all relevant information to handle product and service inquiries
* Record details of inquiries, comments and complaints
* Prepare and distribute customer activity reports and provide feedback on the efficiency of the customer service process
* Daily update of all registers
* Communicate and coordinate with internal departments

|  |
| --- |
| **I.T Proficiency/Education**  |

|  |
| --- |
|  |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).
* Diploma in High School
* Bachelor’s Degree In Law – University Of Douala
* Bachelor’s Degree In Marketing – University Of Dschang

|  |
| --- |
| **Personal Details**  |

Nationality : Cameroonian

Date of Birth : 2nd November 1983

Marital Status : Single

Visa Status : Employment

Languages : English & French

Reference : Available upon request