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| **Andrew** ***Customer Service / Sales Coordinator Professional*****Mobile:** C/o 0506425478 **E-mail:** andrew-380104@datachampion.com  | Untitled |

**Profile Synopsis**

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Enthusiastic, Service-oriented and Gulf experience professional offering 5+ years outstanding record of delivering first-class and excellent results in Customer Service with focused on achieving or even surpassing company goals and customer expectations. Demonstrated robust competency in handling wide range of duties in domains of Sales & Marketing, Business Development, Customer Service, Administration and Client Relations; Consistently demonstrated flair in understanding client needs, knack in applying basic concepts, practices and procedures of handling client’s complaints while meeting high quality standards for services, and zest in delivering customer satisfaction. Possesses sound knowledge of methods for showing, promoting and selling products or services including marketing strategy and tactics, sales techniques and sales control systems; Aspiring to contribute and work actively in any business commercial or aviation industry where knowledge and experience will have a valuable impact.

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| **Strengths & Skills** |
| * Gained 5+ years experience within diversified industry
* Ability to deal effectively w/ phone & email inquiries
* Superb tolerant & handle pressure w/ ease & efficiency
* Outstanding Orientation in Resolving Complaints
* Strong Organization/Analytical & Problem-solving skills
 | * Expertise in Customer Service & Sales Management
* Excellent Planning, Organizing and Time management
* Capability to build rapport relationship with customers
* Aptitude in converting cold calling to potential customer
* Goal oriented – Dynamic – Vibrant Personality
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| **Educational Qualification** |

**Bachelor’s Degree in Business Administration (Honors) –** *Nkumba University, Uganda* **2008 – 2011**

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**Certifications:**

* Certificate in Passenger Service Agent (PSA), ITI institute, Dubai Aug 2017 – Oct 2017
* Diploma in Passenger Service Agent, Aviation online Engine House, Devon, UK Dec 2017

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| **Career Snapshot**  |

**Sales Associate –** *Masharee Liwa Trading, LLC, Dubai Branch* **2017 – Present**

**Document Controller –** *Al Safa Contracting LLC, Dubai* **Mar 2015 – Mar 2017**

**Customer Service –** *Crane Bank Limited, Uganda* **May 2012 – Jan 2014**

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| **Areas of Expertise**  |

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Tact to deal with customers of diverse nationalities.
* Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact. Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Display high quality, prompt and professional service to achieve customer satisfaction, loyalty, & retention.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions were taken.
* Continually develop an understanding of company’s culture, products, services lines, policies, procedures, ethical initiatives and other areas of business. Reflect the same in everyday performance.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Understand customers’ requirements and accordingly offer advice on the proper selection of product-service taking into account their need and budget; keep a record of customer information for customer call reports.

**Sales Coordinator**

* Effectively manage all the sales related activity of the company. Assist the Sales manager in implementing the sales strategy including strategies for encouraging repeat business and up-selling.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Prepare monthly sales reports and submitting the same to the senior level management is also a task performed by the sales coordinators. Coordinate with sales team members to achieve the monthly target.
* Effectively handled the inquiries from existing and new clients and provides details about the products offered by them over the phone or via e-mails.
* Knowledgeable about the company's products, the situation in the market, and demand for the products.
* Worked closely with the risk department to decrease risks and improve the company's prospects.
* Maintain database of sales target achieved, but also plan strategies for sale enhancement with the help of top marketing professionals. Attend product promotional events to develop new contacts and get more clients for their company.

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| **Proven Job Role**  |

**Sales Associate –** *Masharee Liwa Trading, LLC, Dubai Branch*

* Provided a high level of customer service to all customers whilst focusing on achieving individual sales targets & KPI’s
* Greet customers, handle inquiries and promote offers, sales, promotions and new products lines in order to drive sales.
* Helped customer to make selection, purchase decisions by building rapport and offering suggestions and opinions.
* Vigilant on security issues and look out for shoplifters and any fraudulent purchasing activity such as stolen credit cards to minimize shrinkage. Provided feedback to the Store In-charge to improve the customer experience.
* Worked with Store Manager and store team to identify an opportunity to increase footfalls, improve conversion rates, increase sales of full price, merchandise and improve the customer shopping experience.
* Identified opportunity to improve efficiency in store operations and reduce costs and make a recommendation to the store in charge. Managed the cash till total purchase and process payments either by cash, cheque or credit card.
* Attached price tags to all merchandise on the shop floor and ensure the correct price and a barcode for each item taking account of special promotions.
* Ensured that all product ranges, items in the shop are well stocked and easy to reach for customers.
* Received deliveries of stock and cross-check the delivery items against the Goods Transfer Note and report any discrepancies or problems to Store In-charge.
* Assisted the Brand Manager and visual merchandisers in the implementation of visual merchandising plans.
* Adhered to the company operating policies and procedures at all time and highlight any issues in compliances to the Store In-charge. Ensure work areas such as aisle, shelves are clean dusted properly.
* Assured housekeeping and cleaning standards are adhered to at all time from time to time. Perform other activities as directed by the department manager.

**Document Controller –** *Al Safa Contracting LLC, Dubai*

* Coordinated all activities related to the document control procedure including technical documents, drawings, and commercial correspondence.
* Encoded document data into the standard registers, ensure that the information is accurate and up to date.
* Generated the various document control reports as required. Typed the site documents, and follow up with all the site needs. Ensure that controlled copies of latest approved documents and drawings are given to the appropriate staff, subcontractors, and suppliers as applicable.
* Maintained the documents and drawings in the Document Control Office under safe custody without any damage or deterioration with easy traceability.
* Protected the files and control logs as required by the project. Responsible for petty cash at site.
* Received, verify, and record of all materials received at the site such as invoices with materials.
* Administered daily recording of Employee's working hours and calculate overtime at the end of the month to determine their respective salaries. Ensured all documents are up to date as much as possible within electronic filing systems.

**Customer Service –** *Crane Bank Limited, Uganda*

* Delivered qualitative services to customers by giving them a warm welcome.
* Promoted bank products and services especially new products. Build rapport customer relationships and maintain existing accounts. Responsible for new accounts. Respond to customer inquiries and resolve any issues.
* Maintain customer database and update periodically. Assisted customers in depositing and withdrawing cash.
* Referred complex issues to the management. Ensure best practices in rendering services to customers.

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| **I.T Proficiency**  |

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* Knowledgeable with AutoCAD 2007 software, and proficient with Windows 7 & Linux Operating System
* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **Personal Details**  |

Nationality : Uganda

Date of Birth : 26th Jan 1986

Marital Status : Single

Visa Status : Employment Visa

Languages : English, Swahili

Reference : Available upon request