**CUSTOMER SERVICE PROVIDER RESUME**

**PERSONAL INFORMATION**

|  |  |
| --- | --- |
|  |  |
| **NAME:** | CLARKSON |
| **DATE OF BIRTH**: | 15TH 08 1986 |
| **GENDER:** | FEMALE |
| **NATIONALITY:** | UGANDAN |
| **MARITAL STATUS:** | SINGLE |
| **ADDRESS:** | Dubai |
|  |  |
| **EMAIL ADDRESS:** | Clarkson.382710@2freemail.com  |
| **VISA STATUS** | **EMPLOYEMENT.** |
| **CAREER PROFILE:** |  |  |

* Am a Results-oriented, responsible and experienced customer service professional with a three year track record of success in busy call center environments in both retail and telecommunication industries.
* An unwavering commitment to providing exceptional customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Outstanding problem solving and active listening skills – able to diffuse difficult

customer situations with tact and ease, achieving winning outcomes for both the customer and company.

**Skills and competences**

* Good communication and problem solving skills
* Patience and Attentiveness
* Flexibility
* A good listener to details.

**CUSTOMER CARE HUSH SALON DUBAI.**

**RESPONSIBLITIES.**

* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**Working experience**

Designation: **Sales associate**

**Duty:**

* Greeting customers to make them feel welcome to our store.
* Assisting in bagging merchandise
* Aiding customers in marketing merchandise
* Assisting in floor moves and display maintenance
* Attending to customers’ requests and complaints
* Communicating customer requests to management

**Key accomplishment:**

Resolve an average of 150 inquiries in any given week, exceeding weekly targets by 25%, and consistently meet performance benchmarks in all areas (speed, accuracy, volume).

**Rinnah fashion boutique (Kampala - Uganda)**

Designation: **Sales Lady**

**Duty:**

* We were dealing in ladies trending clothes and bags.
	+ Smile and welcome the customers with due attention.
	+ Work as a team player by assisting other team members with duties as necessary or when shift becomes busy.
	+ Coordinate with other staff to ensure the availability of best service for the guests.
	+ Encoding and sending the daily discounts and sales report to the area manager at the end of the shift.
* Convince and attract customer to pay best product with best price.
* **SKILLS**
	+ Good presentation, always smartly dressed.
	+ Excellent communication skills.
	+ Knowledge of inventory management techniques.
	+ Physically fit and able to walk around for long periods as well as do lifting.
	+ Having a clear voice and a excellent telephone manner.
	+ Able to work under pressure
	+ Team player.
	+ Self-motivated.
	+ Good computer knowledge

**REFFERIES ARE AVAILABLE UP ON REQUEST.**