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| **Shelmith*****Customer Service / Admin Professional*****E-mail:** Shelmith-393044@2freemail.com  | C:\Users\cvwriter\Desktop\Untitled.jpg |

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| **PROFILE SYNOPSIS** |

Versatile, Dynamic and Gulf experience Professional equipped with 19+ years of outstanding performance and proven expertise in domains of Customer Service, General Administration, Online Support, Banner Campaigns, Electronic Direct Marketing (EDM), In-House Marketing, Content Management, and UAT (User Acceptance Testing) Support. Displayed efficiency in providing support in managing and coordinating office administrative functions such as preparation of letters, memos, faxes and other correspondence, keeping a record of staff contracts, stationary management, travel arrangement and hotel booking; Consistently demonstrated ability to multitask, prioritize job responsibilities, perform well under pressure, and surpass performance parameters. Possess enthusiasm, tenacity, and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, problem-solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths & Skills** |
| * Gained 19+ years experience in diversified industry
* Adept with Emails, and Zendesk - Zopim online chat
* Versed with SAP Software & Report preparation skills
* Ability to deal effectively w/ phone & email inquiries
* Possess Integrity, Creativity, Honesty & Teamwork
 | * Expertise in Customer Service/General Administration
* Excellent typing speed (50WPM)/Pitman’s Shorthand
* Emailers–Selligent/Traffic Banner Campaigns (AdTech)
* Strong Organization/Analytical & Problem-solving skills
* Performance-driven, Enthusiastic, Vibrant Personality
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| **CAREER SNAPSHOT** |

**Customer Service/Admin/Digital Support –** *Dubai* **Sep 2008 – Feb 2019**

**Office Administrator / Manager –** *Vision View Commercial College, Kenya* **2001 – 2008**

**Secretary –** *The Kenya Power & Lighting Company, Kenya* **2000 – 2001**

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| **AREAS OF EXPERTISE** |

**Senior Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Highly proficient in providing first-class customer experience resulting in satisfaction, loyalty, and retention.
* Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
* Perform the full range of customer service duties, provide customer service and assistance to the public, and answer telephone calls, screen, and direct calls.
* Respond to client inquiries and problems, providing necessary information and assistance; apply basic concepts, practices, and procedures of handling client’s complaints while meeting quality standards for customer services.
* Refer unresolved customer grievances to designated departments for further investigation. Keep records of customer interaction, details of inquiries, complaints, issues, comments, and actions were taken.
* Obtain and examine all information to assess the validity of complaints and determine causes. Deal with multicultural clientele; resolve complaints-queries by effective problem-solving.
* Continually develop an understanding of the company’s culture, products, ethical initiatives, other areas of business and reflect the same in everyday performance.
* Contribute the development of the organization’s goodwill/ reputation by presenting the professional image at all times.

**General Administration**

* ***Recordkeeping* –** Responsible for maintaining office filing and recordkeeping systems; enters, edits, and retrieves data.
* Processes forms such as expenditure claims, employee time sheets, deposit forms, courier distribution logs, mandated cost reports etc.
* Purchase requisitions and online supply orders, maintains databases, records, confidential files and other related information for department needs.
* ***Document Preparation* –** Produces letters, memos, spreadsheets, and agendas from straight copy, rough draft, or oral instructions.
* Completes forms, requisitions, and other documents, submits print requests, prepares pamphlets, flyers, manuals, and handbooks, and proofreads assignments for accuracy and completeness.
* ***Communication/Customer Service* –** Answers & routes telephone calls, conveys information both orally and in writing. Answers inquiries from clients regarding departmental rules, regulations, policies and procedures.
* Directs clients to appropriate resources, acts as office receptionist greeting and directing visitors.
* Schedules & coordinates meetings for supervisor, provides materials & initiates requests for information when required.
* ***Staff Support* –** Coordinates and prepares for meetings and special events by assisting with registrations, payments, and confirmation, reserving rooms, and arranging for refreshments and necessary equipment.
* Duplicates, sorts and distributes various documents, prepares bulk mailings and maintains departmental calendars.
* Sorts, distributes, and redirects mail, maintains an inventory of office supplies and orders as necessary and operates standard office equipment.

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| **PROVEN JOB ROLE** |

**Customer Service Support –** *Al Nsir Publishing LLC, (Gulf News), Dubai*

* Provided technical and any other required support to the clients through Zopim Live Chat.
* Assisted clients and deal with all inquiries sent to the Ops Team via email by replying to all emails within the assigned set time.
* Received all incoming calls and assist the client’s then forward calls to the concerned departments.
* Provided assistance to the sale team by calling the clients and introduce the product offering and convey to the sales team to execute the sales accordingly.
* Informed the clients of new releases on the website to enhance their user experience.
* ***Receptionist* –** Worked as a relieving Receptionist for 6 months.
* ***Website Management* –** Responsible mainly for online sales such as thorough editing, proofreading and moderation of online ads published in getthat.com website.
* ***Banner Campaigns* –** Set-up, edit and launch Banner Campaigns, check the quality of the creative’s materials to be used.
* Ensured assigned campaign is launched correctly after it has been forwarded for processing.
* ***Electronic Direct Marketing (EDM)* –** Prepare, edit and launch EDM (Electronic Direct Marketing) Emailer. Ensure that the assigned campaign is launched properly after it has been forwarded for processing.
* ***In-House Marketing* –** Responsible in the processing of all the company’s Digital Marketing thru Email (EDM) Campaigns, Banners and Social Media platforms.
* ***Content Management* –** Upload articles on different website channels such as Guides on Getthat.com website, Recipe under Friday website and Going Out, Food, Wheels website, Travel and Lifestyle under the Gulf News Website. Ensure that different tags are properly implemented. Process the products from CRM clients.
* ***UAT (User Acceptance Testing) Support* –** Provide support to Product Development Team by regression testing on every update for getthat.com and for new products.

**Office Administrator –** *Vision View Commercial College, Kenya*

* Responsible for students’ admission, assisting all the walk-in customers and maintaining files and keeping all confidential records.
* Administered banking duties such as cash and approving for petty cash, keeping Books of Accounts and overall office management.
* Coordinated office activities and operations to secure efficiency and compliance to company policies
* Managed agendas/travel arrangements/appointments etc. for the upper management. Effectively handle phone calls and correspondence (e-mail, letters, packages, etc.).
* Supported budgeting and bookkeeping procedures. Created and update records and databases with personnel, financial and other data.
* Submitted timely reports and prepare presentations/proposals as assigned. Track stocks of office supplies and place orders when necessary.

**Secretary –** *The Kenya Power & Lighting Company, Kenya*

* Prepared and manage correspondence, reports and other documents. Organize and coordinate meetings, travel arrangements. Carried out typing memos, letters, and minutes of meetings and distribute to the staff.
* Maintained schedules and calendars. Arrange and confirm appointments.
* Established and maintain filing systems. Communicate verbally and in writing to answer inquiries and provide information. Effectively handled incoming calls, emails, and other material.
* Liaised with internal and external contacts. Coordinate the flow of information both internally and externally

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| **QUALIFICATION** |

* **Executive Secretary Certificate** – Emirates Training Institute – Dubai
* **Secretarial & Office Management** – Nyeri Technical Training Institute
* Certificate in Store Keeping
* Principles of Accounts
* Distinction Certificate in First Aid and member and leader of the Kenya Red Cross Society in the area of participation.

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| **I.T SKILLS** |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **PERSONAL DETAILS** |

Nationality : Kenya

Date of Birth : 06th July 1972

Marital Status : Single

Visa Status : Visit Visa

Languages : English & Swahili

Reference : Available Upon Request