**PHILOMENA**

[Philomena-395153@2freemail.com](mailto:Philomena-395153@2freemail.com)



## PERSONAL PROFILE

Charismatic, resourceful and versatile professional with more than 8 years’ experience in providing customer service and sales management. Committed to providing a quality, bespoke service that is second to none. Persuasive negotiator who uses integrity and professionalism in assessing acquisition opportunities, and identifying new markets. Builds and maintains a loyal client base through strong relationship-building skills, and excels at devising strategies for increased sales. My goal is to become a valuable mutual asset by providing efficient customer service and sales expertise contributing effectively to organizational success.



**EDUCATION & CREDENTIALS**

* Diploma in Food & Beverage, Career Institute, 2008 - 2010.
* Kenya Certificate of Secondary Education (K.C.S.E), B+ (Plus), Makuyu Girls High School, 1999- 2002.



**KEY PROFESSIONAL SKILLS**

* Superior customer service skills to give clients’ the best experience possible and always look for ways to improve

that experience.

* Ability to create and support client retention strategies for existing customer base and for new customers.
* Identifying customer needs and knowing when to refer a client to other financial advisor.
* Superior knowledge of market and customer dynamics.
* Confident presenter and effective communicator to guarantee seamless delivery of sales pitches and presentations.
* Possess excellent communication, interpersonal, management, and customer service skills.
* Thorough understanding of all aspects of sales, including marketing, promotions, discounts, and incentives.
* Expert strategist who uses research of competitors, market conditions, customer needs, and organizational core competencies to claim company success.
* Exceptional communications skills to listen to each customer’s needs and make helpful recommendations.
* Possess a fun and vibrant personality that customers find refreshing and appealing.



**CORE COMPETENCIES**

Customer relationships | Customer Service | Commercial banking | Relationship-building | Communication skills | Portfolio Management | Performance management | Organizational skills | Asset management | Sales Maximisation | Driving sales | Negotiating skills | Strategic planning | Sales & Marketing | Online banking | Problem-Solving Skills



**CAREER HIGHLIGHTS**

## Housing Attendant Supervisor | Beach Resort & SPA in Sharjah | January 2015 - March 2019

**Key Contributions & Results:**

* Ensuring cleanliness in the compound and public areas.
* Ensuring security and reporting any incident that may occur.
* Ensuring that all staffs are in good condition and comfortable.
* Maintaining peace and order in the accommodation.
* Picking new staffs from the airport and allocating them to their rooms.

## Key Achievements:

* Recommended new filing system which greatly helped reduce missing some crucial documents. This has also helped in clearing debts from problematic clients as there is documented proof of transaction.

**ONLINE RETAIL SHOP in Kenya (April 2014- Nov2015)**

## Position: Customer Service Executive

**Responsibilities;**

* Responsible for creating and maintaining a company's presence on social media sites, which include Face book, Twitter,
* Managed Social Media marketing campaigns and day-to-day activities including:
* Conduct online advocacy and open stream for cross-promotions.
* Monitor, listen and respond to users in a “Social” way while cultivating leads and sales.
* Advocated for the Company in Social Media spaces, engaging in dialogues and answering questions where appropriate.
* Design, create and manage promotions and Social ad campaigns
* Develop a strategy and implement a proactive process for capturing customer online reviews. Monitored online ratings and responded accordingly.
* Monitor trends in Social Media tools, applications, channels, design and strategy.

# AIRTEL KENYA- ISON BPO KENYA LIMITED (Nov 2010-March2014)

## Position :Customer Service Executive-

**Responsibilities;**

* + Answer calls professionally by providing information about product and services
  + Training new agents on customer care roles
  + Delivering world class customer service and building customer satisfaction and loyalty
  + Providing effective and timely resolution of a range of customer inquiries
  + Increasing customer experience by providing information on new products and rate
  + Insuring there are minimal dropped calls and follow-ups are done on the same

## Key Contributions & Results:

* Organized customers visit to the field
* Gave information to the customers’ coming over.
* Handled incoming and outgoing call using etiquette manners.
* Worked as a communication link between the buyer and the seller.
* Made reservation of properties as per customer request.
* Filled, data entry, faxed and emailed office documents.
* Sent and received emails to all and maintaining customer loyalty.
* Presented menus and answered questions about the cuisine, making recommendations upon request.
* Recommended wines and other drinks to customers.
* Wrote customers’ orders and conveyed to kitchen staff.
* Took orders from customers and served food, drinks and deserts.
* Served specialty dishes to customers at tables as required.
* Prepared bill/receipts and collected payment from customers.

## Key Achievements:

* Developed strong client and supplier relationships leading to improved customer service delivery and portfolio growth in domestic and international markets.
* Improved client ratings through high standard of customer service delivery and increased speed of customer service response.



**REFERENCES**

## Referees Available Upon Request