**CURRICULUM VITAE**

**EMMANUEL**

**Location: AJMAN U.A.E**

**Position Applied:Customer Care Representative**

**Availability For Resumption:Available With Immediate Effect**

**CAREER OBJECTIVE:**

I want to build a career that can adapt to a constantly changing environment while adding value to the organization through proper execution of assigned duties in line with company policies.

 **WORK EXPERIENCE**

**Worked as a Customer Service & Sales Representative in Nigeria with Mobile Telecommunications Network ( 2016-2019)**

Duties & responsibilities:

* Greet customers warmly and ascertain problem or reason for calling
* Help customers; understand their requiruements, recommend solutions and assi st them obtain the required product or services.
* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Attend to service request and provide solutions using C.L.M
* Answer questions about warranties or terms of sale.
* Suggest solutions when a product malfunctions.
* Handle product recalls using AVAYA application.
* Inform customer of deals and promotions.
* Upsell and Cross-sell products and services.

**Worked as a Sales Officer at Shop Rite Lagos,Nigeria ( 2015-2016)**

Duties & responsibilities:

**1.Greet customers and ascertain what each customer wants or needs.**

**2.Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.**

**3.Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.**

**4.Compute sales prices, total purchases and receive and process cash or credit payment.**

**5.Maintain records related to sales.**

**6.Answer questions regarding the store and its merchandise.**

**7.Ticket, arrange and display merchandise to promote sales.**

**8.Prepare sales slips or sales contracts.**

**QUALIFICATIONS**

* Higher National Diploma in Mass Communication, Kaduna Polytechnic Kaduna Nigeria.

**PERSONAL SKILLS**

* Ability to make friends and maintain good interpersonal relationship.
* Efficient communication (verbal & written) with good numerical skills.
* Good use of Microsoft Office packages ( word, excel & PowerPoint)
* Ability to exhibit high level of patience,work as a team and a fast learner.
* Analytical thinking and Self Motivation

 **PERSONAL DETAILS:**

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| Date of Birth | : | 16-01-1988 |
| Gender | : | Male |
| Nationality | : | Nigerian |
| Marital Status | : | Single |
| Visa Status | : | Visit Visa |
| Languages Known | : | English(Fluently) Arabic(Beginner) |
| Email | : | Emmanuel-397127@gullfjobseeker.com  |

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

I hereby certify that the above information is true and correct according to my knowledge and belief.

**EMMANUEL**