**ANGELLANGOIRI NGANGA** 

**Contact** : +971582689743

Religion : Christian

Visa Status : visit visa

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OBJECTIVE

To secure a career in a reputed organization which appreciates professional approach and hard work, where I can utilize my knowledge, skills and experience in contribution towards fulfilling the company’s growth objectives and develop my career.

PROFFESSIONAL EXPERIENCE

**MAY 2019- JANUARY 2020**

**Employer:** PLATINUM CREDIT LIMITED

**Department :** Sales and Marketing

**Roles and responsibilities**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Assist with procedures in purchasing our products, refunfs or promotional products online.
* Advise on company information.
* Take payment information and other pertinent information such as copies of legal documents required in purchasing the product
* Place or cancel orders.
* Answer questions about warranties or terms of sale.
* Act as the company gatekeeper.
* Suggest solutions when a product malfunctions.
* Handle product recalls.
* Attempt to persuade customer to purchase a product or reconsider cancellation
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.
* Generating leads and doing follow ups on prospective clients through calls.
* Applying sales techniques and closing sales to sell the company’s services and also offering after sales support.
* Representing the company in events and marketing the company’s products.
* I have also handled FOSA and reception answering customer queries, checking customer account balances and loan balances as well as providing more information on on company’s products.

**APRIL 2018 . PRICE FASHION HOUSE.**

**Position: Retail Sales Representative.**

* Ensured the shop and displays are well kept and maintained at all times.
* Provided prompt service and ensured total customer satisfaction.
* Suggestive and up selling to customers i.e. recommend, select and help obtain merchandise based on customers’ needs and desires.
* Informing customers of any ongoing or upcoming promos.
* Making sure set KPIs are met and achieved.
* Computing sales prices, total purchases, receive and pro and process cash or card payments.

**EDUCATION BACKGROUND**

**SEPTEMBER 2014- APRIL 2018 CHUKA UNIVERSITY**

Bachelor’s Degree in ECONOMICS AND STATISTICS

**JANUARY 2010 - NOVEMBER 2013**

High school diploma - ST FRANCIS GIRLS HIGH SCHOOL

**SKILLS**

Computer Skills in Ms Word, MsExcel

Team player

Customer Service

Excellent time management skills

Excellent interpersonal and communication skills

**ACHIEVEMENTS**

**2013 \_2014 SUPPORT STAFF SORTMASTERS AGENCY KENYA** .

Rent collection and supervision of transactional between buyers and sellers of properties.

Assisted in cleaning duties in the office.

Tendered and managed operations of mobile and taking messages for the real estate agency .

Taking minutes of office meetings and ensuring proper maintenance of the minutes book and other office assets

Supervised human resource and controlled the finance and accounts of the office

Prepared work plans and administered salaries and wages to the staff.

**HOBBIES**

Socializing ,

Swimming

Travelling

**REFEREES**

* UPON REQUEST