



Ethel Pauline Nhika

Customer Service Executive
and Admin Assistant/Officer

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Dubai, United Arab Emirates

EXPERIENCE

Customer Services Executive (Freelance)

Vibes Events and Promotion Company

09/2023 - 02/2024

- Provided excellent customer service by assisting visitors, addressing inquiries, and resolving concerns promptly.
- Ensured the smooth operation of events by managing logistics and maintaining equipment.
- Acted as a reliable point of contact for clients, ensuring their needs were met efficiently.

Administrative Assistant

Hammed Raheem Commercial Brokers LLC (UAE)

04/2021 - 04/2023

- Supported day-to-day administrative functions, including scheduling appointments, managing phone calls, and organizing meetings.
- Maintained accurate records and filing systems to facilitate easy access to information.
- Assisted in resolving customer queries and following up on requests to ensure timely closure.

Account Executive

Emirates NBD Bank (UAE)

02/2018 - 12/2019

- Scheduled appointments with high net worth clients, conducted client verification, and ensured compliance with KYC requirements.
- Proactively pursued new business opportunities and nurtured relationships with existing clients to maximize revenue.
- Coordinated marketing activities and represented the bank at seminars and exhibitions to promote products and services.

Room Attendant

Four Seasons Hotel and Resorts (UAE)

03/2016 - 01/2018

- Provided exceptional service to hotel guests by ensuring cleanliness and comfort in guest rooms.
- Maintained inventory of supplies and replenished as needed to meet guest requirements.
- Responded promptly to guest requests and resolved any issues to ensure a positive experience.

Bank Adviser/Back Officer

Steward Bank (Zimbabwe)

12/2012 - 12/2013

- Developed and maintained relationships with priority customers to increase share of wallet and revenue.
- Delivered professional customer service and effectively addressed customer complaints to ensure satisfaction and retention.

SUMMARY

Detail-oriented and customer-focused banking professional with extensive experience in customer service and administrative roles. Proven track record of acquiring high net worth clients, closing deals, and maintaining productive relationships. Adept at managing administrative tasks, scheduling, and providing exceptional support to ensure seamless operations. Strong communicator with excellent organizational skills and a proactive approach to problem-solving.

SKILLS

Relationship Management	Advanced
Administrative Support	Expert
Customer Service	Expert
Communication	Expert
Interpersonal Skills	Expert
Listening Skills	Expert
Problem Solving	Expert

LANGUAGES

English	Fluent
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EDUCATION

International Management

Swiss Business School, Switzerland.

2019

MBA

Finance and Risk Management

Westford of University College, UAE

2017

Post Graduate Diploma

Banking

National University of Science and Technology,
Zimbabwe

2013

Bachelor of Commerce Honours Degree