

OKOLIE AKUNNA ROSEMARY

SHARJAH ALNADHA UAE



Mobile : +971 58 218 76 05
Email : rosemaryamaeshi@yahoo.com

PERSONAL - PROFILE

Date of Birth : 18-09-1982
Gender : Female
Nationality : Nigeria
Marital status : Married
Languages : English
Visa Status : Husband Visa
Passport No : B00091612
Expiry Date : 28-11-2024

OBJECTIVE

Seeking a position to utilize my skills and abilities to the fullest in the environment that offers professional growth which being resourceful, innovative, flexible and analyze my experience and sharpen my skill.

SUMMARY QUALIFICATION

- Highly adaptable, resourceful team player, positive, flexible, patient, and honest, Leadership Skills, Time Management, Creativity, Accountability
- Strong desire to take extra responsibilities
- Well organized, emotionally matured, professional
- Energetic, hardworking, reliable and trainable

PROFESSIONAL EXPERIENCE

❖ **Rising Door Real Estate Company Business Bay Dubai-(Nov 2018to2020)**
Position: Customer Service & Sales Agent

- 🌟 Manage large amounts of incoming calls
- 🌟 Generate sales leads
- 🌟 Identify and assess customers' needs to achieve satisfaction
- 🌟 Build sustainable relationships and trust with customer accounts through open and interactive communication
- 🌟 Provide accurate, valid and complete information by using the right methods/tools
- 🌟 Meet personal/customer service team sales targets and call handling quotas
- 🌟 Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- 🌟 Keep records of customer interactions, process customer accounts and file documents
- 🌟 Follow communication procedures, guidelines and policies

❖ **C.C&C ON Time Services-April 2015 to Oct 2018**

Position: Customer Service Manager

- ✚ Supervise day-to-day operations in the customer service department.
- ✚ Respond to customer service issues in a timely manner.
- ✚ Create effective customer service procedures, policies, and standards.
- ✚ Develop customer satisfaction goals and coordinate with the team to meet them on a steady basis.
- ✚ Implement an effective customer loyalty program.
- ✚ Maintain accurate records and document all customer service activities and discussions.
- ✚ Assess service statistics and prepare detailed reports on your findings.
- ✚ Hire and train new customer service agents.
- ✚ Manage the approved budget of the customer service department.
- ✚ Stay informed on the latest industry techniques and methods.

❖ **Essertial Apparel Enterprise -2009-2013**

Position: Customer Service Executive

EDUCATIONAL QUALIFICATION

- ✚ S.S.C .E
- ✚ B.A (History & International Studies)IMO State University Owerri Nigeria 2004)

Computer Knowledge

- ✚ Basic Education of Internet
- ✚ Basic Computer Education

DECLARATION

I hereby certify that the above information is true and correct to the best of my knowledge and belief