



JEFFREY RIJNDERS

CUSTOMER SUPPORT/SALES EXECUTIVE

Telephone: +31 6 44 314 894

Email: j.rijnders@protonmail.com

PROFILE

Experienced professional with a can-do mindset and experience in stakeholder management, who aims for long term solutions rather than temporary answers. I endeavor to achieve my goals with reliability and an eye-for-detail. I am currently looking for an opportunity in which I can develop myself while utilizing my qualifications and rich experience.

SKILLS

- Organizer
- Proofreading
- Stakeholder Management
- Networking
- Maintaining Contacts

Extra skills system knowledge

- Microsoft Office
- Dynamics AX & CRM
- OneNote
- Social Media
- Salesforce
- TeamWox
- Live Chat
- MT4/MT5

CHARACTERISTICS

- Creative
- Perfectionist
- Goal Oriented
- Good Listener
- Hard worker
- Eye for detail
- Problem solver

HOBBIES

- Travelling
- Cooking
- Football
- Cycling
- Gaming

LANGUAGES

- Dutch Native
- English Advanced

CAREER SUMMARY

Customer Support Executive Forex

Cyprus - Limassol/ UAE - Dubai

Feb 2021 - July 2021

- . Customer support
- . Customer contact by Live Chat, Phone and E-mail
- . Customer inquiries
- . CRM systems

Sales Account Manager Forex

Cyprus - Limassol/ UAE - Dubai

Aug 2020 - Apr 2021

- . Retaining clients
- . Managing a portfolio of accounts
- . Customer Contact
- . Customer support

Customer Service Specialist

Royal Shell Business Operations - Krakow

May 2019 - July 2020

- . Managing a portfolio of accounts
- . Organizing Daily Stand Ups
- . Focal Point for several Projects
- . Customer Contact
- . Solving tasks related to order, credit and fraud management

De Prael (Bar&Restaurant)

Jan 2006 - March 2019

- . Manager Bar and Restaurant
- . Bartender
- . Waiter
- . Serving customers with a high level of quality, creating a nice and peaceful ambience

EDUCATION

Introduction to Accounting

Online Course

University of British Columbia

2018 - Present

Basic Knowledge Payroll Administration

Online Course

NTI

2018 - Present

ECDL (MS Office) Certificate