

Gbenga Agboola

Sales Executive/Customer service officer - Al burj Holdings

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To gainfully obtain a more significant position working increasingly closer with customers within the organization. I will be contributing my interpersonal skills, as well as the knowledge obtained working as a certified sales specialist and the overall work experiences gained in the banking sector real estate field for the success of this company. I will also contribute my organizational skills as a personal assistant and a quality analyst where my experience and personality traits will have a positive impact on ultimate corporate objectives.

Willing to relocate: Anywhere

Work Experience

Sales Executive/Customer service officer

Al burj Holdings

August 2017 to Present

- Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition.
- Acquiring a thorough understanding of key customer needs and requirements • expanding the relationships with existing customers by continuously proposing solutions that meet their objectives
- Ensuring the correct products and services are delivered to customers in a timely manner • Serve as the link of communication between key customers and internal teams • Resolving any issues and problems faced by customers and deal with complaints to maintain trust • Playing integral part in generating new sales that will turn into long-lasting relationships • Preparing regular reports of progress and forecasts to internal and external stakeholders using key account metrics

SALES EXCEUTIVE

ROYAL BANK - ACCRA, GH

February 2016 to March 2017

- Recommended and helped customers select products based on their needs.
- Exercised sound judgment in issuing credits and made exceptions to customer policies to maintain high levels of customer satisfaction.
- Confirmed that appropriate changes were made to resolve customers' problems.
- Explained services offered by the company that could be beneficial to the customer.
- Learnt to operate new office technologies as they are launched and implemented.
- Accepted and processed account payments for services acquired.
- Implemented a consultative selling approach on all inbound calls.
- Answered phones to assist customers with inquiries or concerns regarding loans and other banking services and requirements.
- Negotiated prices, terms of sales and service agreements.

CUSTOMER SERVICE OFFICER

RYT Concept - Accra, GH
May 2009 to June 2011

- Computed sale prices and discounts as applicable; Maintained sales records
- Received and processes cash, changes and credit payments and generates invoices and receipts
- Operated as a cashier and was consistently accurate in money handling (in case applicable)
- Followed the store's after sales processes and ensured full adherence to repair/return policies and procedures
- Adhered to loss prevention, inventory controls and standard operating procedures of the company
- Provided assistance in store merchandising in product placement and arrangement.

SALES REP MTN

ACCRA, GH
2006 to 2008

- Recommended and helped customers select policies based on their needs.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Advised customers on product ranges best suited to their needs; Answers customers' queries to help them make a decision on the purchase
- Managed office equipment and office space.
- Researched to determine the type of products needed for the home to make the sale.

Education

Bachelor of Science in Human resource management

University of Ghana - Accra, GH
2015

Diploma in marketing in marketing

University of Ghana - Accra, GH
2006

Skills

Customer service (6 years), Customer Service oriented (Less than 1 year), Excellent customer service Skills. (Less than 1 year), RECEPTIONIST (6 years), RETAIL SALES (6 years)

Additional Information

SKILLS

- Strong Communication Skills
- Excellent customer service Skills.
- Motivated and hardworking
- Flexibility in working conditions
- Individual, skilled in problem solving
- Responsible, efficient with an excellent work ethics.
- Excellent interpersonal and communication skills.
- Proven ability to work under pressured environment with less supervision.

- Product/brand knowledge
- Interpersonal Skills
- Customer Service oriented