




Faith Wambui Gachari

CUSTOMER SERVICE REPRESENTATIVE

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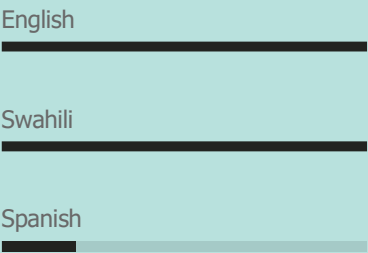
Dubai, United Arab Emirates



SKILLS



LANGUAGES



AWARDS

Emrill LLC

Achievers awardee for best customer service and best in attendance.

ABOUT ME

My interest is in the position of Customer Service Representative in your organization. I would like to show case my skills and years of UAE experience, I am a competent customer service agent driven to exceed set goals and build long- term relationships with customers. Facilitate positive experiences through high-quality customer care and prompt resolution of complaints and issues. My skills and experience has enabled me to understand and manage administrative work with minimum or no supervision. Furthermore, my friendly attitude combined with my customer care training allows me to manage problems of the company's existing customers and employees and analyze the situational factors in a better way. As required, I possess good computer skills including social media, e-mail, MS.Office applications and spreadsheets. The additional information herein is my qualifications and work experiences.

WORK EXPERIENCE

Sales Associate

Montage Trading LLC / May 2019 – To Date

- Assisted with inventory; received new stock and did in store merchandising.
- Responded to customer queries as well as escort them to respective racks and counters and helped customers select products.
- Achieved great sales through suggestive selling and sharing product knowledge.
- Managed financial transactions in cash as well as processed payments in debit and credit cards.
- Totaling purchases and balancing the accounts at the end of shift. Provide outstanding customer service and created documented and updated customer profiles.

Customer Service Agent

Emrill LLC / Abu Dhabi / Aug 2014 – Feb 2019

- Serve customers by providing product and service information and resolved service problems.
- Attracting potential customers by answering service questions; suggesting information about other products and services.
- Sought ways to improve processes and services provided.
- Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Payment management, Inventory assistance, Customer service, satisfaction monitoring.

Sales Executive

Jas &Jan Motors / Nairobi / Jan 2013 - Jan 2014

- Developed and executed sales presentations as well as both internal and external product training workshops.
- Proactively negotiated profitable contracts for all product lines and performed cold-calling to senior leadership to expand territory sales.
- Achieved sales goals of Ksh.2100,000 and product knowledge to cultivate and secure new customer relationships
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Negotiated and prepared sales contracts for new and existing customers.
- Maintained key customer relationships through effective time and resource management to exceed sales goals and increase profit opportunities.

Data Entry Clerk

Cyber / Nairobi / Jan 2012 - Dec 2012

- Recorded and filed employee benefit, salary and annual evaluation information while maintaining strict confidentiality to protect sensitive data.
- Scanned documents and saved in database to keep records of essential organizational information.
- Entered numerical data into databases with speed and accuracy using 10-key pad.
- Worked successfully with different methods of data collection.
- Continually sought methods for improving daily operations, communications with clients, record keeping and data entry for increased efficiency.
- Maintained daily reports and advised executive leaders in decision- making processes.
- Performed general administrative duties, including copying, faxing and filing.
- Improved customer retention ratings through efficient problem resolution.

EDUCATION

- Bachelor of Business & technology-** Mt.Kenya University Nairobi
- High School Diploma-** Shinnars Girls Secondary School / Nakuru