

# CURRICULUM VITAE

## Eunice Anyango Opondo

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### POSITION APPLY FOR: CUSTOMER SERVICES

#### CAREER OBJECTIVE:

To be able to have an opportunity to practice and conduct my acquired skill and knowledge in a manner compatible with the dignity of my profession, and to be able to meet new challenges that would promote constant learning and professional maturity.

#### PROFESSIONAL PROFILE:

- ❖ A Reliable, adaptable and loyal person who possess excellent communication and Personal skills.
- ❖ A self-motivated person with enormous energy and determination
- ❖ Attentive and detailed with enthusiasm, strong determination with positive perception.

#### EDUCATIONAL QUALIFICATION:

- High School & College Level (Kenya)
- Basic Computer Knowledge

#### WORK EXPERIENCE:

**COMPANY NAME :** CIALA RESORT  
**POSITION :** CUSTOMER SERVICES  
**PERIOD :** 02 YEARS  
**COUNTRY :** DUBAI UAE

#### DUTIES AND RESPONSIBILITY:

- ❖ Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- ❖ Responding promptly to customer inquiries.
- ❖ Communicating with customers through various channels.
- ❖ Acknowledging and resolving customer complaints.
- ❖ Knowing our products inside and out so that you can answer questions.
- ❖ Processing orders, forms, applications, and requests.
- ❖ Keeping records of customer interactions, transactions, comments, and complaints.
- ❖ Communicating and coordinating with colleagues as necessary.
- ❖ Providing feedback on the efficiency of the customer service process.

- ❖ Managing a team of junior customer service representatives.
- ❖ Ensure customer satisfaction and provide professional customer support.

### PERSONAL SKILLS:

- + Good communication and interpersonal skills
- + Hard working with team members
- + Have the ability to work for long hours
- + Have the ability to work under pressure

### PERSONAL DETAILS:

+ Nationality	:	Kenyan
+ Gender	:	Female
+ Passport	:	AK0208013
+ Date of Issue	:	01 Oct 2018
+ Date of Expiry	:	30 Sep 2028
+ Visa Status	:	Cancelled Visa

### LANGUAGE KNOWN:

+ English, Arabic, Kiswahili

### DECLARATION:

I hereby declare that all the information's furnished above are true and correct to be best of my knowledge and belief.

### REFERENCE:

Available upon request