

Fatme Mohammed

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📍 Dubai



Profile

Dedicated and efficient Customer Care Representative with 2years of focus on delivering exceptional service. Adept at swiftly assisting customers with item selection, ensuring stock availability, coordinating deliveries, and maintaining store cleanliness. Fast learner with proven ability to quickly learn and adapt new skills and softwares. Proficient in computer application. Seeking to leverage my skills to your highly reputable organization.

Qualifications highlights.

- Excellent customer service and communication skills.
- Efficient in coordinating deliveries and managing stock availability.
- Proactive approach to identifying and resolving issues.
- Strong organizational skills for effective floor walks and stock management.
- Detail-oriented with a commitment to maintaining a clean store environment.
- Demonstrated ability to work in a fast-paced environment while maintaining a positive attitude.
- Proficiency in using customer service software and ticketing systems.
- Skilled in maintaining a high level of professionalism and empathy in interactions with customers.

Professional Experience

Customer Service Representative,
Quick Mart Supermarket

12/2022 – 09/2023 | Nairobi, Kenya

- Assisted customers in selecting items based on shopping lists, optimizing efficiency.
- Promptly notified store management of stock shortages or unavailability.
- Coordinated with delivery drivers and bike riders to ensure timely deliveries.
- Managed incoming phone calls and processed delivery orders efficiently.
- Conducted floor walks to guarantee well-stocked and neatly arranged shelves.
- Maintained a keen eye for cleanliness, promptly informing the cleaning staff if the store required attention.

Customer Care Assistant, *Blossoms Glam Boutique*

10/2021 – 10/2022 | Nairobi, Kenya

- Provided product information and assistance to customers, contributing to increased product knowledge.
- Efficiently managed customer inquiries through phone, email and chats.
- Resolved customer issues promptly, achieving a 90% customer satisfaction rate.
- Utilized CRM system to document and track customer interactions.
- Collaborated with cross-functional teams to address and resolve complex customer issues

Sales Associate, *Quick Mart Supermarket*

03/2020 – 09/2020 | Kisumu, Kenya

- Managed a high volume of customer inquiries via phone, email, and chat, resolving issues and answering questions.
- Maintained an average customer satisfaction rating of 99% through effective problem-solving and empathy.
- Assisted in the development and implementation of new customer service procedures, leading to increased efficiency.
- Collaborated with cross-functional teams to ensure a seamless customer experience.

Education

Bachelor of science, *Kenyatta University*
First Class Honours
GPA 72.29

08/2017 – 12/2021 | Nairobi, Kenya

Secondary Education, *Huma Girls Secondary School*
B-

01/2013 – 12/2016 | Kisumu, Kenya

Skills

Customer relationship management ● ● ● ● ●

Highly Flexible ● ● ● ● ●

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) ● ● ● ● ●

Attention to detail and problem-solving skills. ● ● ● ● ●

Efficient in coordinating deliveries and managing stock availability. ● ● ● ● ●

Safety Protocols ● ● ● ● ●

Effective communication both verbal and non-verbal. ● ● ● ● ●

Strong organizational and time management skills ● ● ● ● ●

Excellent communication and interpersonal abilities. ● ● ● ● ●

Languages

English ● ● ● ● ●

Swahili ● ● ● ● ●

Interests

Reading (I love reading as it expounds my knowledge and advances my communication skills.),

Socializing (I enjoy interacting with people from different cultures, I get to learn a lot and also get new ideas, skills and friends),

Customer Service (I enjoy contributing positively to people's lives by helping them in whatever way I can and ensuring they get the best experience.)