LIDIYA TSEGAYE

Customer Service Manager

+971527251929
lidiyatsegaye7763@gmail.com

www.linkedin.com/in/tsegayelidiya1

Summary

I have a logical mind with a pragmatic approach to solving problems and a determination to see things through to a positive conclusion. I have 10+ years of work experience on customer service, sales and leading teams across different sectors. I have a keen interest in customer service, sales, business management and helping companies become more successful.

Skills

- Ability to turnaround at work quickly on short notice.
- Exceptional eye contact and attention to detail.
- Customer service expert
- Marketing Team Management.
- Warehouse & Transportation Management.
- Sales executive and strategy thinker.
- Ability to take direction and work independently.
- Team Work and Collaboration
- Problem solving
- Managing work load
- Engineering software skill
- Excellent Computer skill

Language

- English   Amharic   Oromo

Experience

Sep 2010- Oct 2022

Voluntary work for Love Aid (NGO)

- Fund rising through different way and earning 400,000 $ at the end of the year
- Supervising needy peoples and sharing idea with them
- Being reliable, trustworthy and punctual and Respecting confidentiality.
- Respect confidentiality.
- Have a non-judgmental approach.
- Carry out the specified job description. And Giving and accepting feedback

September 2015– August 2022
African Peace Mediation Reconciliation Institution
As office manager and Customer Service

- Organizing meetings and managing databases.
- Booking transport and accommodation
- Organizing company events and conferences.

- Ordering stationery and IT equipment
- Dealing with correspondence, Complaints and queries
- Preparing letters, Presentations and reports
- Supervising different construction projects under the organization.

Sep 2017 – Aug 2022

Marketing Specialist, Abenezer Wholesaler

- Advise clients of market conditions and closed an average of 12,500,000 sales annually
- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- "Go the extra mile" to drive sales
- Remain knowledgeable on products offered and discuss available options
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

Octo 2022- March 2023
Sales and marketing associate, Novax Vision.

- Achieved over 100,000AED in sales for every Month.
- Maintained relationships with 200+ customers and assisting product usage.
- Increased gross profit by 42% on December.
- Lead and presented all company product promotions

April 2023 – July 2024
Customer Service and Marketing specialist, Sulfa
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels and getting 10 clients per day
- 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.

Education

September 28/2014 – August 28/2019
Civil Engineering-Mizan Tepi University college of Engineering.

October10/2015 – October 27/2018
Rift Valley University college of Management- Management

September 12/2019 – July 14/2021
Rift Valley University - Masters of Business Administration.