



Nyasha Caren Mugutatsanga

**Customer Services Agent |
Receptionist | Office Administrator**

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Satwa, Dubai, UAE

Personal Details

Gender : Female
Nationality: Zimbabwean
Passport Exp.: July 17th, 2032
Visa Status : UAE Visit Visa

SKILLS

- ❖ Good communication skills
- ❖ Excellent Customer Services
- ❖ Good Team player
- ❖ Ability to stay calm
- ❖ Conflict resolution skills
- ❖ Trustworthy and Reliable
- ❖ Sales
- ❖ Working in Group
- ❖ Logical Thinking
- ❖ Self-Study

Computer Literacy

Microsoft Office (MS Word, MS Excel, PowerPoint, Outlook)

Achievements

- ❖ Most improved Customer service representative award
- ❖ Customer service Agent of the year- 2020 award
- ❖ My calls were played for other agents as an example of exhibiting patience and self-control
- ❖ Resolved conflict and dealt with difficult customers
- ❖ Helped increase sales through social media advertising

Language:

- ❖ English (Fluent)
- ❖ Shona
- ❖ Xhosa

Career Objective

To be strong customer services personnel including proactively developing customer relationships by making efforts to listen to and understand the customer's needs and giving top priority to customer satisfaction. Sales ability including a willingness to up sell and promote products.

WORKING EXPERIENCE

Miani Mini Mart LLC • Dubai • UAE

Position: Customer Service Agent (Aug 2023 to April 2024)

Responsibilities:

- ❖ Resolve complaints, queries, and requests in the shortest turnaround time.
- ❖ Appraise customers of the new products and services.
- ❖ Encourage continued use of existing value-added services and products.
- ❖ Creating, logging, and assigning tickets appropriately according to procedures.
- ❖ Customer service; Fixing some technical issues or logging them appropriately with proper and understandable description; Monitoring ticket queues.
- ❖ Escalating Issues to appropriate contacts where necessary.
- ❖ Multitasking and ability to show empathy.
- ❖ Meet with customers to determine their specific needs and wants, making suggestions as appropriate.
- ❖ Ensure high levels of customer satisfaction through excellent sales service.

Miani Mini Mart LLC • Dubai • UAE

Position: Receptionist (Dec 2022 – Aug 2023)

Job Responsibilities:

- ❖ Welcoming customers who walk into the reception.
- ❖ Operate switchboard.
- ❖ Answering any queries or providing information to clients through calls and emails
- ❖ Showing customers around the workplace
- ❖ Setting up the showroom regularly.
- ❖ Receipting and making payments authorized by the manager.
- ❖ Counting of inventory returned by clients.
- ❖ Updating the company's Facebook page and replying to all messages.
- ❖ Typing and filing
- ❖ Maintain calendars and booking appointments.

Telecel Zimbabwe

Position: Customer Services Agent (Sept 2018 to Oct 2022)

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