

Daniel Oruonye

Customer Service Representative, Customer Relations Officer, Sales Representative, Administrative Assistant

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Personal Details

An innovative, interactive Customer Service Representative, Sales Representative and an Administrator with particular expertise in directing and enhancing administrative procedures, and providing full support to ensure the delivery of an excellent customer experience.

Work Experience

Customer Service Representative

Coco Express LLC - Dubai

2Years Plus

Responsibilities

- Handling all incoming customer queries and questions.
- Manage the booking system and schedule.
- Manage customer complaints.
- Additional admin tasks when necessary.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines, and policies.

Customer Relations Officer

Coco Express LLC - Dubai

2Years

Responsibilities

- Communicating with customers via phone, email and chat.
- Providing accurate information to customers on any current promotions set by the company and ensure its set.
- process and procedure are carried out accurately.

- Conducting initial communication with potential new clients, providing all relevant information about the company services/products.
- Working with the internal departments to meet customer's needs.
- Good product knowledge with ability to answer questions.
- Maintaining a positive, empathetic, and professional attitude towards customer at all times.
- Ensuring customer satisfaction and provide professional customer support.

Sales Representative

Dar Al Himka LLC - Dubai

2 Years

Responsibilities

- Welcome customers in a warm and friendly manner and win over customers.
- Make customers feel valued, welcomed and accepted.
- Treat each customer as if he or she was the most important person on the planet.
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- Understand the mindset of a customer. Always patient with demanding customers.
- Relay information in a concise and clear manner.
- Remain calm, courteous and respectful at all times (even when customers are angry and argumentative).
- Quickly understand and interpret customers' needs and wants (even if this means having to read between the lines).
- Quickly research and investigate issues that concern a customer.
- Take ownership of your customer's needs, and always see problems through until they are fully resolved.
- Make a customer's experience as enjoyable as possible Understanding the customer's point of view.

Education

Higher diploma in Purchasing and Supply Management in Management

Enugu State Science and Technology

2008

Secondary School Certificate in Sciences

Omumu Secondary School - Delta State

2000

Skills

interpersonal Communication Skills.

Good Product Knowledge.

Problem Solving

Leadership.

Character development skills

Computer Literacy

Team Building.

Analytical Thinking.

Customer Satisfaction.

Languages

- English - Expert

