



**NCHI GERALD
WULNIGHIWIMBIM**

PERFORMANCE SUMMARY:

Customer service at Dubai Festival City Mall, focused individual who is acknowledged for talents in inspiring coworkers to excel and adapt to the demands of a challenging workload. Excellent communication and organizational skills along with strong worth ethics aimed at projecting a positive company image. Expert in delivering consistent customer service to ensure client satisfaction and service improvement.

CONTACT:

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PERSONAL DETAILS:

Visa Status: Tourist Visa

Languages: English and French

Nationality: Cameroonian

Marital Status: Single

EDUCATIONAL QUALIFICATION:

- Certificate in Customer service skills (Alison Online Studies)
- G.C.E A/O Level

HOBBIES:

- Travelling,
- Learning other language's
- Sports and Reading

DECLARATION:

I certify that the above information is true and correct to the best of my knowledge and ability.

POSITION: CUSTOMER SERVICE

CORE COMPETENCIES

- Excellent Communication
- Customer-Satisfaction
- Information analysis
- Market Knowledge
- Self-Control
- Assertiveness
- Multi-Tasking
- Book Keeping

WORKING EXPERIENCES

DUBAI FESTIVE CITY MALL (Dubai)

Customer Service:

Responsibilities:

- Greeting customers in person and over the telephone, Responding to questions, Providing outstanding customer service
- Monitoring random calls to improve quality minimize errors and track call center staff performance.
- Provide the very best customer service and information.
- Ability to manage multiple tasks efficiently and work productively in the fast paced, team oriented environment.
- Monitor and maintain a calm work place to ensure the safety and comfort of customers
- Maintain calls center data base by collecting and recording information.
- Accurately handles customer's funds and processes transaction using the post system.
- Keeping and accurate record of all call information and performance statistics.
- Total daily sales transactions and balance cash, check credit card totals at the end of the day.

CLINTON HOTEL (Cameroon)

Customer Service Representative:

Responsibilities:

- Responsible for ensuring that customer transaction are process quickly and accurately
- Collecting payment using scanning devices
- Process cash, check credit card, coupon and voucher transactions.
- Assisting customers in order to help them find what they need
- Processing payments
- Ensuring stock levels are well maintained
- Promoting store cards and special offers
- Providing customers with information on pricing