



STELLA DZIDEDI AGBEWRNU

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CAREER OBJECTIVE:

Competent, disciplined and efficient team player with experience of working in a busy environment. Skilled and certified, dynamic and creative with ability to multi task and manage complex problems.

PROFESSIONAL & ORGANIZATION

WORK EXPERIENCE

Position: Customer Service Executive / Sales Executive/ Logistics/Event Assistant

- **MZN Boutique 2020_2021**
- Worood Intraflora LLC - 2017-2019
- Noon.Com (E-Commerce Company - 2017
- Air Arabia group of companies (Action hospitality) - 2015-2017
- Feel Great Consult - 2012-2015
- Service Transport Company (Logistics)- 2009-2011

Achievements/Tasks

- ❖ Forward client-related service and quality issues to the right party for resolution.
- ❖ Complete and oversee traffic and registration documents so transportation issues are reduced.
- ❖ Communicate any delays due to weather or other emergencies to the appropriate party to maintain client satisfaction rating of above 90 percent.
- ❖ Resolve issues related to customer warehouses and related carriers.
- ❖ Receiving and making after sales calls for guarantee/warranty cases.
- ❖ Providing technical support and initial advice to new incoming cases.
- ❖ Maintain a high level of customer satisfaction.
- ❖ Opening, updating, and closing after sales cases in the company register.
- ❖ Reporting to the sales team, product management and customers' service regarding ongoing cases.
- ❖ Preparing and sending closing reports.
- ❖ Receiving customer queries by telephone or email and work out and sending answer to customers.
- ❖ Liaise between department to make sure customer requirements are met.
- ❖ Respond to customer inquiries and issues.

- ❖ Gaining a clear understanding of customers businesses and requirements.
- ❖ Follow up proposal as required.
- ❖ Advise customers on utilization and care of merchandise.
- ❖ Provided advice to clients regarding products or services.
- ❖ Acting as a contact between a company and its existing and potential Market.
- ❖ Perform additional task and responsibilities as maybe expected of the role to achieve the objective of the department

CORE QUALIFICATIONS

Guests relations Team Player

Customer service Public Relations Hospitality

Events Sales

Office Management Training

Food & beverage

KEY SKILLS & STRENGTH:

- ✓ Professional work ethic
- ✓ Multi-tasking
- ✓ Excellent written and verbal communication skills
- ✓ Ability to work in a team
- ✓ Decision Making skills
- ✓ Customer service skills
- ✓ Good leadership abilities
- ✓ Decision Making
- ✓ Customer Service Excellence
- ✓ Complaint Resolution
- ✓ Team Leadership
- ✓ Problem Solving
- ✓ Confidence
- ✓ Composure.
- ✓ Charm.

- ✓ People Skills.
- ✓ Team Spirit.
- ✓ Conclusion.

ACADEMIC CREDENTIAL:

- ✓ Alliance Française Tema-2012 (Diploma in French language)
- ✓ Methodist University (Ghana) 2008-2011- (B.A. Human Resource Management)
- ✓ Diploma in Shipping- Institute of Commercial Management (UK) 2006

- ✓ Three - Town Senior Secondary School - Denu
- ✓ Volta Region (Ghana) - Secondary School Certificate -2001

TRAINING:

- ✓ First Aid Training 19 February 2017- Air Arabia Group of Companies (Action Hospitality)

- ✓ Certificate of Achievement/ Teamwork - 2015 - Certificate of Achievement/Handling of Inadmissible Passengers September 2015
- ✓ L'AINENE' SERVICES Ltd. Certificate in customer services / Interview grooming skills November 2012
- ✓ Chick - fill - A University & Win shape International Certificate in Leadership Qualities

PROFILE:

- **LANGUAGES**-English, French & Afrikana
- **D.O.B**- 27/10/1981
- **NATIONALITY**- Ghanaian.
- **OWN VISA** –Immediate joining
- **SIGNATURE**
- **STELLA DZIDEDI**- 08TH/08/2021.