

CURRICULUM VITAE

PERSONAL INFORMATION

NAME: CHE ELVIS ASANJI
DATE OF BIRTH: 03/11/1983
NATIONALITY: CAMEROONIAN
LANGUAGES: ENGLISH / FRENCH
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PROFESSION: CUSTOMER SERVICE OFFICER



PERSONAL PROFILE

I am a dynamic, smart, bilingual and interactive individual with a sound professional background in customer service, marketing, sales and trade in various sectors seeking for placement in a challenging environment where integrity and cooperate governance are highly valued with the objective to improve my career and support the organization to achieve its goals and targets. I'm convinced that my experience in client relationship, cross selling and client rapport shall permit me meet up to the task. My good interpersonal and communication skills, mastery of both French and English languages, sense of professionalism and empathetic attitude, are traits which permits me interact and embrace people from diverse cultures, customs, nationalities and religion. I want to assure you of motivation and passion.

EDUCATIONAL BACKGROUND

- ❖ BSC. IN MARKETING – ISEMB IBCG - INSTITUTE OF COMMERCE AND MARKETING (2004 – 2007)
- ❖ GCE ADVANCED LEVEL CERTIFICATE – (2002 – 2004)
- ❖ GCE ORDINARY LEVEL CERTIFICATE – (1997 – 2002)

CAREER HISTORY

COMPANY: AMAZON UAE

POSITION: CUSTOMER SERVICE REPRESENTATIVE (FEBRUARY 2019 – SEPT 2020)

- ❖ Serving customers at the sales counter and collecting cash on the POS (point of sale).
- ❖ Providing help, advice and assistance to clients on various products and services.
- ❖ Communicating courteously with customers via phone, email, letter and physically.
- ❖ Issuing refunds or compensation to customers and keeping accurate records of discussions or correspondence with customers.
- ❖ Producing written information for customers, often involving use of computer packages/software, writing reports analyzing the customer service portfolio.
- ❖ Developing feedback or complaints procedures for customers to use.
- ❖ Meeting with other managers to discuss possible improvements to customer service.
- ❖ Being involved in staff recruitment, appraisals, training and administrative task.

- ❖ Responding to customer queries in a timely manner, physically, via phone or email.
- ❖ Prospection of clients and follow up of developments to foster business relations.
- ❖ Analyzing and constant daily review of client profiles and account functioning, receiving of clients, listening and bringing solutions to their requests.
- ❖ Preparation of business proposals, presentation of new products and services to clients and enterprises and effective marketing of prospective institutions.
- ❖ Prospection of clients and follow up of developments to foster business relations.
- ❖ Responding to customer queries in a timely manner, physically, via phone or email.
- ❖ Using an extensive network of industry contacts to generate new business, building a territory, achieving sales targets and expanding relationships with existing clients.
- ❖ Managing a portfolio of accounts, taking part in customer service activities, assisting customers in product selection, product testing and advertising campaign activities.

EVENTS PARTICIPATION

POSITION: HOSTESS AND GUIDE (NOVEMBER 2018 – JANUARY 2019)

- ❖ FORMULA 1 GRAND PRIX – FERRARI WORLD ABU DHABI - DECEMBER 2018 EDITION.
- ❖ ASIAN AFC FOOTBALL CUP (DUBAI, ABU DHABI) – JANUARY 2019.
- ❖ JUMEIRAH GOLF TOURNAMENT 2019 EDITION AT THE JUMEIRAH ESTATE
- ❖ THE 6TH ANNUAL INSTITUTE OF INTERNAL AUDITORS CONFERENCE – NOVEMBER 2018.

COMPANY: UR DESIGNS DUBAI

POSITION: CUSTOMER SERVICE OFFICER (JUNE 2018 – OCTOBER 2018)

- ❖ Travel to local Malls department stores and do product expos to educate customers on the various products and brands offered by the company as well as upcoming sales shows.
- ❖ Taking part in product sampling exercise, to better create awareness on periodic product favorites and hence foster business relations and improve sales.
- ❖ Identify all cross-selling opportunities by building customer rapport, taking part in training projects, sensitizing clients on new products launched and innovations.
- ❖ Interacting with customers professionally and assisting them in the purchase of the right product while adhering to customer service qualities and basics.
- ❖ Effectively lead and motivate employees through implementation of in-house training and incentive plans, resulting in increased productivity levels and employee satisfaction.
- ❖ Responding to customer request and issues in a professional manner and bringing the necessary solutions to issues raised by getting feedback on quality of service
- ❖ Identifying and making recommendations for various cost reduction areas and initiatives to improve profit and filling various compliance related documents.

COMPUTER SKILLS/ERP: MS Word, Excel, Outlook, SAGE, Oracle, Finacle, SARI

GENERAL SKILLS: Customer service, Sales, Inventory, logistics, storekeeping, warehouse

PERSONAL TRAITS: Trustworthy and ethical, organized and creative, good analytical abilities, excellent written and verbal communication and interpersonal skills, decision making aptitude, good team player, time management and result oriented, ability to adapt to various cultures.