

EMMANUEL BISONG OGAR

CUSTOMER SERVICE REPRESENTATIVE

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Email : manuelson004@gmail.com

Location: Abu Dhabi



PERSONAL STATEMENT:

I am a highly determined Customer Service Rep / HR professional who upholds a positive attitude with almost 6 years' experience in customer service delivery with adept knowledge in the HR field. I am enthusiastic and result oriented with professionalism in inter-personal relation, performance management, communication, customer support, maintaining accurate compliant files and the collection of important data distribution and in addition i am reliable, knowledgeable and highly organized team player, effective to getting the job done.

WORK EXPERIENCE:

Soul Beach/Saddiyat Beach Club Aldar properties Abu Dhabi
Customer service Representative

2019-2021

- Provide product and service information to customers.
- Contribute to team effort by accomplishing related results.
- Communicating and coordinating with colleagues as necessary
- Advise on company information.
- Ensure customer satisfaction and provide professional customer support.
- Providing feedback on the efficiency of the customer service process.
- Understanding our products inside and out so that i can answer questions.
- Acknowledging and resolving customer complaints.
- Responding promptly to customer inquiries.

Gwarinpa Hospital Abuja-Nigeria
Customer Care Support

2014-2018

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Communicating with customers through various channels.
- Processing forms, applications, and requests.
- Keeping records of customer interactions, comments, and complaints.
- Managing a team of junior customer service representatives.
- Answer customer inquiries via phone, email, and in-person
- Update customer records in the system, including notes about interactions

- Pitch ideas for improving customer care
- Create and maintain reports about customer interactions
- Make recommendations to management to improve customer experience

EDUCATION:

Certified Human Resource professional

Time Training Center Abu Dhabi 2021

Microsoft Excel 2019/365 Skill Certificate

Earn and Excel Accredited CPD Provider 2021

Diploma in Strategic Management

Alison – Online 2020

Diploma in Information Technology Management

Skolak Resource Information Technology Centre 2007

B.Tech in Urban and Regional Planning

Federal University of Technology Minna-Nigeria 2014

SKILLS:

Microsoft Office, Customer Service, Human Resources, Change Management, Data Entry, Answering Phone calls, Filing, Multi-tasking, organized, Self-starter, Excellent Communication.

LANGUAGE PROFICIENCY:

English – fluent both spoken and written

Arabic – can speak only basics