
EBERE JOY DIBOR

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UNITED ARAB EMIRATES
Dubai



PROFESSIONAL SUMMERY

Enthusiastic customer service professional with years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity, dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual with management experience. Competent team player who can successfully inspire fellow colleagues.

PROFESSIONAL EXPERIENCE

March 2020- Till 06-08-2021 (Techland Fz (L.L.C) Dubai Internet City)

Dubai, UAE

Post: Customer Service Associate

Responsibilities:

- Worked a team of five customer service associates and lead weekly discussions to set sales goals as individuals and as a team.
- Communicate directly with customers on the floor and ensure their shopping experience is pleasant, productive, and memorable, and to mediate any situations that may have escalated.
- Work with the store supervisor to train new associates through video simulations, in-class instruction, and shadowing shifts on the floor.
- Set precedence for fellow team members to follow and maintain an enthusiastic attitude, friendly demeanor, and integrity-driven conduct at all times.

2016-2019 (MTN NIGERIA, LAGOS)

79 Allen Ave, Ikeja, Lagos, Nigeria

Post: Customer Service Agent

Responsibilities:

- Able to demonstrate a high standard of customer service.
- Competent user of MS-Office (Word, Excel, Outlook)
- Ability to act on own initiative.
- Capable of following procedures and systematic processes.
- Having a methodical and accurate approach to work activities.
- Finding solutions to issues and problems.
- Positive attitude, energetic approach and self-motivated.
- Capable of influencing the opinions of customers.
- Able to handle complaints, aggressive customers and difficult situations

KEY SKILLS AND COMPETENCIES

- Able to demonstrate a high standard of customer service.
- Competent user of MS-Office (Word, Excel, Outlook)
- Ability to act on own initiative.
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AWARD AND RECOGNITION

MTN Nigeria

Best Customer Service Representative of the month, September, 2018

EDUCATION

Bachelor of Science in Communication

February 2016

University of Lagos, Nigeria

PERSONAL DETAILS

Sex:	Female
Visa Status:	Sponsor

REFEREES

Provided on Request