



Sarah Oghogho

PROFESSIONAL SUMMARY

Seasoned Customer Service Professional with six years of experience, seeking to leverage expertise to take next career step with a respected organisation. Highly skilled in project management and customer retention. Demonstrated ability to build professional relationships with clients to achieve creative visions and drive organisational goals.

CONTACT

Address: Al Ghurair Building, Salah Al Din Street, Dubai, UAE

Phone: 0556623684

Email: sarahoghogho6@gmail.com

SKILLS

- Administrative support
- Written and verbal communication skills
- Problem solver
- Basic computer knowledge
- Stock management
- Telephone skills
- Complaint resolution
- Cash handling
- Sales negotiating
- Strong customer service orientation

WORK HISTORY

Retail Sales Associate 01/2015 - 03/2019
Pragmatic Technologies Ltd - Lagos, Nigeria

- Replenished floor stock and processed shipments to provide product availability for customers.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Boosted employee morale by delivering daily kick-off message to motivate staff and communicate specials.
- Aided senior leadership by generating reports for executive decision-making support.
- Completed purchases with cash, credit and debit payment methods.
- Accurately prepared cash deposits up to 10 million Naira with zero discrepancies.
- Proactively identified and solved complex problems that impacted operations management and business directions.
- Operated cash register to process cash, cheque and credit card transactions.
- Listened to customer needs and preferences to provide accurate advice.

Customer Service Representative 04/2019 - Current
Tyloz Cleaning Services - Dubai, UAE

- Expressed appreciation for patronage, inviting and encouraging customer return visits.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Fielded diverse customer questions and resolved issues effectively and efficiently.
- Answered customer telephone calls promptly to improve on-hold wait times.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Received inbound calls from customers, providing information regarding services or products, taking new orders and cancelling accounts.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Performed in-depth research to answer more complex questions.
- Created new processes and systems for increasing customer service satisfaction.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Worked under strict deadlines and responded to service requests and emergency call-outs.

EDUCATION

Bachelor Of Arts: History And International Relations, 09/2013
Abia State University - Uturu, Nigeria