



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

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.

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