






# NATASHA CHIBANDA

## CUSTOMER SERVICE SUPERVISOR

### CONTACT

 +971566541857  
 natashachibz@gmail.com  
 Abu Dhabi, UAE

### EDUCATION

**Bachelor of Science || Honors Degree in ECONOMICS**

University of Zimbabwe || Zimbabwe  
08/2015 – 06/2018

**High School Diploma || Advanced & Ordinary Level**

Mabelreign Girls High || Zimbabwe  
2009-2014

### SKILLS

#### ➤ PROFESSIONAL

- Leadership Skills
- Research and Market Analysis
- Sales and Negotiation Skills
- PR and Communications
- Brand Management
- Customer service oriented
- Content Writing
- Team building
- Communication and Interpersonal Skills
- Time Management
- Attention to Detail
- Critical Thinking and Data Analysis
- Positive Attitude and Patience
- Multitasking and Flexibility
- Problem Solving Skills
- Multicultural Sensitivity

### PROFESSIONAL PROFILE

Skilled, resilient professional looking to make an effective contribution in an organization through team work, applying hands-on experience and knowledge gained over time. I am a business acumen who is self-driven and possess a track record of fueling sales & revenue growth. Equipped with digital marketing skills, communication and interpersonal skills, I possess the ability to cement strong relationships with customers to secure business growth, profitability and most importantly brand loyalty.

### PROFESSIONAL EXPERIENCE



**CUSTOMER SERVICE SUPERVISOR cum DIGITAL MARKETING EX**  
**AL MARINA HOLDING (WESTERN SOUK AND MALL) || ABU DHABI || 01/03/2020**  
**till date**

Al Marina Holding is an integrated asset owner and manager. With firm roots in the Middle East, the company plants capital to work into a diversified portfolio of robust businesses and opportunities. One of its divisions is the Western Souk & Mall located in Madinat Zayed, which is a contemporary fusion of Middle Eastern flare featuring retail outlets with cultural elements.

#### DUTIES AND RESPONSIBILITIES

- Responsible for the CS team development and management to ensure the best service, programs and events are delivered to clients, which align with company's objective and procedures.
- Oversee the daily operation of Customer Service Counters and ensure that all contacts with clients (e-mail, walk-In center, SMS or phone) provide the client with a personalized customer service experience of the highest caliber.
- Responsible for responding quickly to all client requests and ensuring that all staff members make sound decisions based on customer satisfaction.
- Conduct research on market trends, brand's audiences and competitors and end-to-end consumer journey to drive engagements and conversions.
- Through interaction with leads, uses every opportunity to build client's interest in the company's products and services.
- Assigning responsibilities, investigating and evaluating complaints and claims as well as handling complex and escalated customer service and shop tenant's issues raised to CS team.
- Prepare and issue tenant notices, circulars, warning and penalty notices as advised by the Operations Manager and following up on tenant communications till completion.
- Develop customer satisfaction goals, implementing effective customer loyalty program and coordinate with the team to meet the set targets at a steady basis.
- Identifying and addressing staff training and coaching needs for CS team.
- Coordinate and liaise with other departments regarding promotion events, exhibitions, redemption, etc.
- Empowering and motivating the sales and leasing team to meet and surpass set targets.

# NATASHA CHIBANDA

## SKILLS

### ➤ TECHNICAL

Customer Relationship Management

MySQL Database

Social Media Marketing

Search Engine Optimization

Microsoft Office Suite

WordPress

Gretl

Microsoft Project and Visio Studio

Systems Applications and Products in Data Processing (SAP)

## AWARDS

 **ACE OF INITIATIVE**

**WSM** || January 2021

 **TOP SALES PERFORMER**

**SPLASH** || May, October 2019

 **VOLUNTEER OF THE YEAR**

**Leadership Experience Opportunities**

**University of Zimbabwe** || 2016

 **LMV DRIVERS LICENCE**

**Place of Issue** || United Arab Emirates

- Developing strategic plans by studying the trends in the industry and financial opportunities, presenting assumptions to Management and recommending objectives.
- Managing external research and coordinating all the internal sources of information to retain the organizations' best clients and attract new ones.
- Creating posts & maintaining engagement on social media pages through creative content and engaging contests on platforms such as Instagram, Facebook and LinkedIn. Accomplishing subsidiary objectives by establishing plans, budgets, allocating resources, reviewing progress and making mid-course corrections.
- Assisting Managers in day-to-day coordination and management of business operational activities.
- Providing all necessary data/ reports on a periodic basis pertaining to Centre operations to the Operations Manager for review, resolution of issues and prompt decision making.

## PROFESSIONAL EXPERIENCE



### SENIOR SALES EXECUTIVE

**LANDMARK GROUP (SPLASH LLC)** || **SHARJAH** || 01/04/2019 – 15/12/2019

The Landmark Group is one of the largest retail and hospitality conglomerates in the Middle East, Africa and India.

### DUTIES AND RESPONSIBILITIES

- Welcoming customers by greeting them in a friendly manner and offering them assistance.
- Resolving customer issues and answering questions about products and services.
- Helping customers to make selections by building customer confidence, offering suggestions and emphasizing product features based on the analysis of customers' needs.
- Focusing on cross selling and upselling to achieve the Key Performance Indicators and sales targets.
- Developing duty schedules as well as leading the sales staff to work as a team so as to achieve our monthly targets and Company's goals.
- Developed a client book of repeat customers by maintaining a productive working relationship with customers which amplified customer base to a greater extent.
- Increased sales revenue by promoting the company's ecommerce platform.
- Exceeded retail sales goals and was awarded the employee of the month title for May and October.

## LANGUAGES

- English (fluent)
- Shona (native)

## INTERESTS

- Research
- Travelling