

AYOLEYI ANUOLUWAPO ODORO

CUSTOMER SERVICE

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☎ +971544141397

📍 Dubai UAE

🌐 Resident Visa



PROFESSIONAL SUMMARY

A highly organized and hard-working individual looking for the position a Customer service with 4 years' experience to contribute to the sales and to improve the company revenue. I have a strong problem-solving skills, influence and negotiation skills guarantee for a successful business-to-business sales and positive long-term customer relationships in the organization

TRAINING & CERTIFICATES

- Training in Customer Care
- IOSH Managing Safely
- Sales & Marketing Fundamentals
- Participant in Cx-nxt - Customer experience summit Dubai UAE 2022
- Participant in Future Hospitality Summit (FHS) 2022 - Middle East

SKILLS

- ✓ Highly effective communication skills
- ✓ Data entry experience
- ✓ Demonstrated persuasive & negotiation skills
- ✓ Product knowledge
- ✓ Interpersonal skills
- ✓ Attention to detail
- ✓ Social media – E- commerce
- ✓ Knowledge of warehouse operating procedures and protocol

EDUCATION

- B.Sc. Economics
Achievers University, Nigeria
September 2009 – August 2013
- O'tega international school, Nigeria
September 2003 – July 2009

WORK EXPERIENCE

Guest Service Representative

Palace Downtown Hotel Dubai UAE 2023

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties & Delivering mail and messages.
- Processing guest payments.
- Maintain updated records of bookings and payments
- Confirm group reservations and arrange personalized services for VIP customers

Customer service

Qatar airways 2022 -2023

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
- Processing payments and sending confirmation details to customers.
- Sorting out any issues that may arise with bookings or reservations.
- Selling and promoting reservation services

Customer service representative

Expo UAE 2021 -2022

- Deliver exceptional guest service for the internal and external guest
- Provide outstanding customer service to all stakeholders including visitors, clients and colleagues at all times.
- Host and facilitate visitor's journeys inside the Pavilion, as described in the training programme, following pre-existing scripts.
- Manage queues, information and visitor expectations.
- Proactively monitor visitor numbers and flow rates inside the pavilion.
- Escort and manage school groups and VIPs through the Pavilion
- Deal with any public complaints professionally in-line with the UK Pavilion protocols

Customer returns

Amazon 2019 -2021

- Receive merchandise, following all security and safety return procedures for each product type.
- Input clear customer account notes in internal computer systems, communicating return reasons, customer feedback and instructions to ensure accurate processing as per amazon policy
- Identify critical distribution issues and report them to the team lead/supervisor
- Inspect returned merchandise, checking for quality and condition of product to determine return category

I, hereby certify that all the information supplies here is true and correct to the bestof my knowledge

REFERENCES [Available upon request.]