



## **ABIGAEL .C. WILLIAMS**

### **FREELANCE VISA**

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Dubai, UAE Mobile : +971522044775,

Email: mymom627@yahoo.com

### **Summary**

An exceptional VIP secretary and Customer care representative with impressive skill set, and ability to handle a busy office/reception and switchboard services and capable of implementing and developing a friendly environment while performing duties diligently to meet the company's objectives without compromising safety and quality.

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### **Education**

**Bachelors** : 2019 - 2022

**Ecole Supérieure Sainte Felicité University** - Cotonou, Benin Republic

Degree: Human Resources and Management

**Secondary School Diploma: Operations Research**, 2001 - 2007

**Living Spring Schools** - Lagos Mainland,

Received full scholarship and graduated with Honors

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### **Experience**

**Charm & More Tourism)** – Dubai, UAE

**Customer Service Representative**

December 2019 to Current

- Generates 500 upgrades to diamond class in the office
- Increase customer lifetime value by \$500 and offering more rewards for frequent stays
- Improve the dinner time occupancy of the dinner cruise to the executive dinner desert safari packages
- Improve ratings of the hotels to 5 stars on frequent travels
- Engage customer to get their ideas. Target 50 or more customer ideas for service improvements
- Reduce customer complaints to 30% about noise by explaining the current situation when they book a room and again check in

**Modular Concept LLC Lagos****Customer Service Representative**

January 2018 to November 2019

- Exceeded the Modular Concept Company's sales goals by 100% by providing proactive and effective customer service.
- Resolved customers' complaints while identifying problems and taking appropriate corrective action, increasing client retention ratio significantly.
- Demonstrated professional etiquette and manners, improving 30% positive feedback immediately.
- Resolved an average of 50 inquiries per day.
- Increased customer base by 45% during the year 2019 by responding quickly to their concerns.

**Stefanino Holiday Inn – Bellward, Switzerland****Front Desk Receptionist**

November 2016 to December 2017

- Reduced company's top desk expenses by \$27000 within one year by identifying cost-effective approaches
- Redesigned the actual scheduling system with the office thereby making sure accuracy in visits
- Participated inside a rollercoaster project and added to the success considerably by giving needed clerical help
- Stayed under afford supplies and equipment within the years 2016 - 2017 lessened operating cost by 40%

**ISO - SEC - Lagos****Customer Service Representative**

August 2014 to November 2015

- Integrated a complex customer feedback system to manage the system better.
- Received commendation from supervisors and recommendations from peers.
- Reduced customers' complaints by 30% through escalated grievance resolution procedure.
- I have succeeded in becoming a trusted and valued member of every employer I have worked for and moved up in several companies as a team leader/supervisor

**Duchess And Wisemen - Lagos****Call center/Sales Agent**

March 2012 to August 2013

- I won an award as a call center star of the year in 2012
- Accurate Response in a timely and friendly manner
- Was able to attend to 100 calls a day without been tired
- Took over a colleague's shift who was sick and delivered accurately
- Was promoted to the position of a team leader in 2013
- Made my team the strongest in our zone

**Skills**

- Superior Customer Service
- Guest Experience
- Brand Management
- Policy and Procedure Adherence
- Good Grasping Power and Communication skills
- Hardworking, Reliable, and Patient
- Result Oriented Person
- Ability to Work in a Fast Atmosphere

**Languages**

**English**

**Achievement**

**Nsky Computer school**

January 2016 – July 2016

**References**

Dhia ali – 971547179298

Geherd theis – 4916096576189

Christoph mullebach - 410763391958