

ISEBOR, MARIE NNEKA

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Personal Information:

Date of Birth 31st May 1988.

Gender: Female.

Marital Status: Single.

Nationality: Nigerian.

Visa Status : Independent Visa.

PROFILE

A Self-motivated candidate, able to work on own initiative and as a part of a team to achieve the targets and goals of my organization while reaching the highest levels of professionalism. Excellent business and communication skills, able to work under pressure and heavy workloads; dedicated to maintaining high quality standards of work.

Education

2006 –2011Madonna University,Okija– Anambra State

B.sc. Public Administration (2ndClass Lower Div.)

1998 – 2004A.D.R.A.O. International School– Lagos State S.S.C.E.

Courses and Certificates

Globacom Limited

- Negotiation skills and tools.
- Managing for success.
- Improving your Personal Effectiveness Seminar.
- Competitive Edge series course.
- Effective communication skills.
- Churn Management Skills.
- Proficient in the use of computers (microsoft software packages).
- Possess good communication and interpersonal skills, and high degree of initiative.
- Ability to work effectively alone and as part of a team.
- Good organizational capabilities with keen attention to details.
- Personnel problems and support, managing service contracts,good leadership traits and people management skills.

EXPERIENCE:

December 2020 – Present

IMG WORLD OF ADVENTURE

FASHION AND ENTERTAINMENT

WARDROBE/MAKE-UP STYLIST

- Organizes the wardrobes and outfits designed for photo shoot and events.
- Keeps track of current developing and changing regional and global trends in fashion and design
- Travels in order to find specific fabrics or props
- Advices clients on dynamic styling visuals
- Orders clothing, fabrics, accessories, make up and more to facilitate a wardrobe
- Develops exclusive creative and unconventional designs
- Managing performances, events, artists and entertainers

October 2019- February 2020
JJS SECURITY SERVICES AL QUSAIS, DUBAI.
FRONT DESK / ADMINISTRATOR

- Answering incoming calls, taking messages and redirecting calls as required.
- Responding to Email enquiries.
- Daily management and make appointments for security guards.
- Data entry on security guards.
- Track and order office equipment and supplies.
- Organizing travel and accommodation for security guards.
- Maintaining the company's social media accounts.
- Arranging both internal and external events for security guards

September 2016-August 2019
BRAVE-LEO COUTURE FRONT DESK
CLERK

- Greet guests and provide them with superb customer service.
- Ensure the front desk is neat, presentable and equipped with all the necessary supplies.
- Answer all client questions and incoming calls.
- Redirect phone calls to the appropriate department and take down messages.
- Accept all letters and packages, and distribute them to their appropriate departments.
- Monitor, organize and forward emails.
- Maintain records and files.
- Oversee the office budget.

July 2012 – August 2016.
GLOBACOM Limited
CUSTOMER SERVICE

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships of trust through open and interactive communication.
- Provide accurate, valid and complete information by using the right method/tools.
- Meet personal/team sales targets and call handling quotas.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Go the extra mile to engage customers.

