



CALL CENTER AGENT

Personal Details

Sex	Female
Languages	English (fluent Bilingual)
Nationality	Zimbabwean
Email	peshie3h@gmail.com
Mobile	+971588168002
Skype	Patience musarurwa
Available	immediately

QUALIFICATIONS

70level subjects including accounts
2 Alevel subject,
International Computers Driving Licence
Certificate Pastel Accounting
Certificate English for business Communication level II
Certificate Office procedures,
Certificate Word processing
Bachelors Degree in Accounting

Personal summary

An analytical, dynamic versatile and results oriented driven individual with great listening and reporting skills willingly accepts responsibility for duties assigned to me. Thrives on change and knows how to capitalize on it. Personal satisfaction comes from helping others and uses strong communication skills to express ideas, key concepts and growth. Dedicated to safe working practices and have insatiable zeal for knowledge.im an outgoing professional energetic individual who is highly independent, and a multi tasker and works well with people from all walks of life and I work well in a team and I can also identify situations that require individual effort, especially when there is a need for a certain level of concentration

Previous experience experiences

2017 to 2019 dec Tel One Zimbabwe CALL CENTER (SALES AGENT/CUSTOMER REPRESENTATIVE)

- Laise with customers on product specifications, Attend to customer queries
- 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
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction

2014-2016 LED TRAVEL n TOURS Marketing n Sales Assistant

- Consultant: on travel requirements for international destinations, including visas, vaccinations and customs
- customer service issues, including unhappy clients, overbooked hotels, mistakes in the itinerary, and other last-minute problems
- Coordinate transportation, accommodations, and itineraries for domestic and international trips for clients based on client's needs, budgets, and expectations.
- Develop client intake forms and interview processes that enhance the ability to understand client requirements and led to an increase in customer satisfaction.
- Network with representatives of hotel chains, airlines, tourist attractions, and other destinations to create deals.
- Utilize the latest sales techniques to upsell products and services to enhance client's overall experience.
- Answered questions of current and prospective clients about the benefits of purchasing packages and experiences. Increased business through leveraging excellent customer service and sales negotiation skills to upsell products.

My hobbies

Playing basketball, Listening to music, Watching movies, Baking & cooking, Selling AVON and TUPPERWARE

References

Will be provided upon request