



# UYABEME STANLEY ODIAKA

## EXPERIENCE

### **Customer Services Administrator (AMERICANA GULF FOOD COMPANY)** (JAN 2020 – )

- ❖ Taking enquiries and providing help and advice on basic product information to customers
- ❖ Day to day customer facing/interactions including telephone and email queries
- ❖ Day to day relationship management with other Gulf food companies
- ❖ Dealing with all escalated complaints and queries effectively and efficiently.
- ❖ Work with operation colleagues to improve supply chain efficiency e.g. containerization, direct shipment opportunities and value-added services
- ❖ Manage a portfolio of top revenue generating customers in order to increase customer loyalty
- ❖ Work with sales managers and customer to regenerate additional business opportunities
- ❖ Assist in ensuring that all targets/SLAs are met, working in line with strict performance standards
- ❖ Investigating customers issues, managing on demand projects, assisting customer care representatives, working directly with the customer care manager, maintain internal forms, draft work instructions for company policies/procedures.

### **Professional Headline**

Customer Service Administrator  
Americana GFC | Front of House/  
Concierge | Sales  
Reports coordination and  
presentation | Office Management  
Operations support

Employment Visa Dubai  
Nationality – Nigeria

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**+971 554 247 963**

## CAREER OBJECTIVE

*To be an integral part of a dynamic institution where my enthusiasm, hard work & dedicated personnel style will lead to success not only for me but also for the company I represent. I am fluent in English language (writing and speaking) I am an excellent team player with the ability to handle volume & multiple tasks with full attention.*

## ACHIEVEMENTS

*I have gained valuable experience working in people facing and client management roles since coming to work in the UAE. I worked with Americana Gulf Food Company Dubai. In my current role, I manage my company's day to day data entry on daily sales and maintain good customer service operations. In the last 8 months to March 2021, I have been part of the team that have been awarded an excellent accolade by Americana gulf food company Authorities.*

### **Customer Service Assistant/ Receptionist** (Sep 2018 – DEC 2019) **EKO TOURIST BEACH RESORT, LAGOS, NIGERIA.**

- ❖ Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- ❖ Directs visitors by maintaining employee and department directories; giving instructions.
- ❖ Maintains security by following procedures; monitoring logbook; issuing visitor badges.
- ❖ Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
- ❖ Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- ❖ Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

### **Front of House Concierge** (Dec 2016 – Aug 2018)

#### **DE SANTIAGO MILAN HOTELS AND SUITES, LAGOS, NIGERIA**

- ❖ Meet & greet, assisting with luggage, general reception duties
- ❖ Engaging costumers & processing queries, complaints and payments
- ❖ Maintains safe and clean reception area by complying with procedures, rules, and regulations

### **Business Owner** (Nov 2013 – NOV 2016)

#### **SOUEXPRESS LINK, DELTA, NIGERIA**

- ❖ Planning, directing, coordinating and leading business activities to ensure that goals and objectives are accomplished
- ❖ Procurement and budget ownership
- ❖ Problems solving and team leadership
- ❖ Training and staff support

## SKILLS

### WORK

Administration  
MS Office  
Marketing  
Soft operations

### PERSONAL

Customer Service  
Communication  
Organisation  
Team work  
Adaptability  
Leadership  
Honesty  
Creativity

### LANGUAGE

English

### Hobbies

Reading,  
Traveling,  
Charitable activities,  
Dancing

### Reference

AVAILABLE ON REQUEST

## ACADEMIC QUALIFICATIONS

Excel For Business Specialization	MACQUARIE University Sydney – Australia
BSC in Economics (UAE Attested)	COO University - Igbariam, Anambra State, Nigeria <b>2012 – 2016</b>
8 GCSES including English and Mathematics (UAE Attested)	Daughters of Divine Love Secondary School, Ubulu- uku, Delta state. <b>2004 - 2010</b>