



BECKYANN ERDMANN

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Resident Visa

PROFILE SUMMARY

- Experienced sales & customer service professional with 4+ years experience Hospitality service with information technology experience
- Efficient in Handling various calls on daily basis while consistently resolving clients issues in rapid manner
- Bilingual: English-Native and French- Basic, Able to provide clear customer service

EDUCATION

Early Childhood Education 2020

National Academy U.A.E

B.A Linguistics and Communication Studies (*Upper Division*)

University of Port Harcourt Nigeria 2015

Project Management Training (certificate of Attendance)

Lagos Nigeria 2018

National institute of Technology

Microsoft office suites 2016

West African Leaving School Certificate

Lagos Nigeria 2009

PROJECTS SUMMARY

Veyron Investment Fz llc (IBN Batuta)

Nov 2018- Jan 2020

Front Desk/ Receptionist

- Addressed all guest queries and request promptly
- Assist an average of 100 customer per day in finding in finding or selecting item and providing recommendations
- Stock and replenish, organize inventory with accuracy and efficiency, completing task 10% faster than other associates
- Maintain accurate and attractive merchandise display ensuring strategic placement of product in order to maximize purchases
- Provide outstanding customer service, receiving 90% in customer service survey.
- Achieved an average of 140% of sales goal for three consecutive month.
- Ensure appropriate and timely delivery of service and products
- Scheduled dining room reservation, arranged parties and special events or special service for diners, received and recorded special reservations
- Review self-sales performance to improve it

ETISALAT Nigeria (Telecom)

Feb 2016- Nov 2018

Customer service/call centre Agent

- Handled 200+ customer interaction per day giving detailed, personalized, friendly and polite service to ensure a customer retention and satisfaction
- Manage daily customer request and enquiries during contacts, ensuring issues are appropriately, promptly and accurately escalated.
- Minor technical troubleshooting and gathering information from clients and identifying root cause of their problem.
- Make use of CRM to track daily outputs
- Trained three employee in customer service script recitation, conflict resolution and data entry practices
- Able to setup PC, Headphones, Microphones and other chat clients service to converse with customers

Starrycare Uk (HR Consult)

Jan 2015- Jan 2016

Call centre Representative

- Address customer service inquiries in timely and accurate fashion
- Analyzed clients account to ensure client were on the most suitable plan based on their usage style. and track daily output on CRM
- Performed call back due to low scoring of survey which increased satisfactory of client and reversed their experience from previous interaction.
- Manage daily customer request and enquiries during contacts, ensuring issues are appropriately, promptly and accurately escalated.
- Collected customer feedback and make process changes to exceed customer goal
Worked with upper management to ensure appropriate change were made.

Hobbies and Interest.

Reading

Swimming

Volleyball

REFERENCES:

Available on Request.