

Customer service representative and sales

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OBJECTIVE

To work with best of my abilities and skills in order to benefit my organization also to be better other in this competitive Time an influential position in the organization.

SKILLS

Communication, Active listening, Empathy, Patience, Problem-solving, Product knowledge, Time management, Adaptability, Persuasion, Positive language, IT skills,

EXPERIENCE

01/2023 - 04/2024

Customer service representative

SEDCO, Jafza , Dubai, UAE.

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Set up and activated customer accounts.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Exceeded company productivity standards on consistent basis.
- Consulted with customers to resolve service and billing issues.
- Answered inbound calls, chats and emails to facilitate customer service.
- Escalated customer concerns, issues and requirements to supervisors for immediate rectification.
- Answered incoming telephone calls to provide store, products and services information.
- Educated customers on special pricing opportunities and company offerings.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Rolled out operational improvements and solutions to deliver top-notch customer service.
- Made outbound calls to obtain account information.
- Relayed customer feedback to cross-functional teams to improve

products and services.

- Improved customer service wait times to mitigate complaints.

02/2021 - 12/2022

**Customer service
representative and sales**

Leebha Clearance and cargo LLC, Dubai, UAE

- Communicated with internal and external groups, especially on high-priority loads and customers.
- Proactively provided tracking updates to customers and warehouses.
- Prioritized tracking and appointment setting based on time constraints and customer priority.
- Conducted customer interactions via email and phone contact.
- Provided directions for each new customer as they are entered into the system.
- Built and maintained customer relationships and improved customer retention.
- Acquired and retained knowledge of each customer's needs.
- Built favorable business relationships with assigned customers and actively manage all the opportunities to grow and expand business with them.

08/2019 - 10/2020

**Delivery coordinator and
dispatcher**

Prabhas andhara restaurant, Dubai,UAE.

- Reviewing shipment materials before distribution.
- Collaborating with transportation systems to ensure prompt Food delivery pick-ups.
- Monitoring shipment costs and productivity processes.
- Handling incoming and outgoing communication, coordinating deliveries and pickups, scheduling tasks, and maintaining records.
- Ensuring smooth and timely flow of orders from waiters to the kitchen, checking dishes for accuracy and presentation, assisting in final dish preparation, and maintaining quality and sanitation standards.
- Delivering items to customers, verifying orders, inventory management, and arranging transportation.

06/2018 - 08/2019

Reservation agent

J.W Marriott Hotel,Mumbai, India

- Answered phones and assisted customers in making, altering, or canceling reservations
- Responded to emails with reservation information, confirmations, and additional details
- Advised customers regarding ongoing promotions or available upgrades that may enhanced their experience
- Answered questions regarding rooms, facilities, rates, and events
- Accurately recorded customer information and charged credit cards upon successful reservations

EDUCATION

Degree / Course	University / Board	Percentage / CGPA	Year of passing
• Diploma in Hotel management and catering technology	Fr. Agnel Institute of Hotel Management	65%	2018

High school education in Arts	KES Shroff College of Arts and Commerce	70%	05/2015
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ADDITIONAL PERSONAL INFO

Address	Al karama,Dubai, UAE
Languages	English,hindi and French (basic)
Date of Birth	04/08/1996
Marital status	Married
Nationality	Indian
Religion	Catholic
Gender	Male

DECLARATION & SIGN

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.