

CURRICULUM VITAE

RAOUL JACQUES GLUADYS NDIONE

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Address : Dubai –UAE

Gender : Male

Marital Status : Single

Nationality: Senegalese

Date of Birth : 07-04-1993



ABOUT ME

Courteous ASSISTANT and COSTUMER SERVICE who is constantly developing innovative ways to exceed customer expectations with more than four (4) years experience in assistant and customer service with (2) certificate of appreciation for hard working and doing good job, one EXPO 2020 and a other one from EMRILL SERVICE LLC.

Establishes success by listening to customer needs, following company policies, and working to find a resolution that benefits the company and the customer with excellent communication skills in English, French . Uses every customer interaction as an opportunity to improve professionally.

SKILLS AND QUALITIES

- Strong written and verbal communication skills
- Excellent time management skills
- Persuasive Speaking Skills
- Empathy and Ability to Use Positive Language
- Good teamworking skills
- High level of organization and attention to detail
- Adaptability, creativity and confidence
- Outgoing personality with strong interpersonal and social abilities

EXPERIENCES

COMPANY : EMRILL FACILITY LLC (AL FUTTAIM Call Executive Center)

POSITION : OFFICE ASSISTANT

DURATION : 7 APRIL 2022 - PRESENT

• RESPONSIBILITY

Aiding with client reception

Creating, maintaining, and entering information into databases.

Handling incoming calls and other communications.

Managing the stock and installing system.

Greeting clients and welcoming visitors

Updating paperwork, maintaining documents, and word processing.

COMPANY : EMRILL FACILITY LLC (DUBAÏ EXPO).

POSITION : OFFICE ASSISTANT

DURATION : TO 20 JUNE 2021 - 5 APRIL 2022

▪ **RESPONSIBILITY**

Handling incoming calls and other communications.

Managing filing system.

Recording information.

Greeting clients and welcoming visitors

Updating paperwork, maintaining documents, and word processing.

Organizing travel by booking accommodation and reservation needs as required.

Coordinating with the staff.

Maintaining supply inventory.

Aiding with client reception

Creating, maintaining, and entering information into databases.

COMPANY : WAY 2 CALL (SENEGAL)

POSITION : contact center

DURATION : TO 2019 - 2020

▪ **RESPONSABILITY**

Manage large amounts of incoming and outgoing calls in a timely manner

Follow the communication arguments during the treatment of the various subjects

Identify customer needs, clarify information, investigate each issue and provide solutions and/or alternatives

Seize opportunities that may arise to sell additional products

Build lasting relationships with customers and engage them by doing your best

Keep records of all conversations in our call center database in an intelligible way

Frequently attend training seminars to improve knowledge and level of performance

Achieving qualitative and quantitative objectives, as well as those of the team

COMPANY : STA GROUP (SENEGAL TOURISM ASSURANCE).

POSITION : MARKETING ASSISTANT

DURATION : TO 2017-2019

▪ **RESPONSABILITY**

Support the marketing team with planning, executing, and tracking marketing programs, and with the development of new marketing strategies.

Analyzing data to monitor campaigns and evaluate results, c

Reating and managing the production of marketing collateral,

Helping with the organization of events.

Providing project-specific administrative support.

ACADEMIC QUALIFICATIONS

- **2013-2014:**Baccalaureat letter Medina Fall high school-**SENEGAL**
- **2014-2016:** Higher technician diploma in marketing and communication **UCAO**(Catholic University of West Africa)-**SENEGAL**
- **2016-2017:** Bachelor Degree in Marketing and Communication **ITECOM** (Higher Institute of Technology andcommerce)- **SENEGAL**
- **2020-2021:** course in business administration **UAE - ALISON**
- **2021-2022:** course in costumer relationship management **Great learning - online**

INFORMATIQUE SKILLS

- Word
- Exel
- PowerPoint

LINGUISTIC KNOWLEDGE

- English : Good in speaking, Very good writing and reading
- French : Very good in speaking, writing and reading
- Spanish : Basic in speaking, Good in writing and reading

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particular.

RAOUL JACQUES GLUADYS NDIONE

