Adinlewa Emmanuel



CUSTOMER SUPPORT MANAGER

11 вересня 2020 Місто: Харків

Вік: 33 роки
Режим роботи: вільний графік роботи, віддалена робота, додатковий заробіток
Категорії: Офісний персонал, Телекомунікація та зв'язок, Торгівля, продажі, закупівлі

Увійдіть або зареєструйтеся на сайті як роботодавець, щоб бачити контактну інформацію.

Опис

Name: Adinlewa Emmanuel

Interested position: Customer support representative

Age: 27 years

City: Kharkiv

Work experience

- Customer Support Specialist, Service representative, Recruiter, Dispatcher

From 01.2020 to 09.2020 (8 months)
Age Of Craft, Kharkiv (Manufacturing)

1) Cold messaging potential clients
2) Converting cold leads to hot
3) Meeting the needs of clients and promoting the company's services and products
4) Resolution of conflicts, handling objections professionally
5) Reception of inbound, making outbound calls and sending emails to customers to help them complete ongoing orders.
6) Expansion of the catalog of products and service the company to their clients, adding more value to the company
7) Creation of a more efficient system of communication with my coworkers and those above me in hierarchy
8) Filling clients database ensuring it stays updated with new information from customers
9) Formulating strategies, contemplating and creating ideas to push sales and keep customers satisfied despite various delays during the corona lockdown.

- Supervisor; Sales Representative and Customer Support Specialist

From 09.2018 to 04.2020 (1 year 7 months)
Freadome, Kharkov (Culinary)

I was saddled with the responsibility of supervising the production and distribution of pastries and confectioneries. In addition, I was in-charge of taking orders, tracking the orders and ensuring that it gets to the desired destination within the stipulated time.
Furthermore, I was responsible for getting customer reviews and feedback.

Education

- Kharkiv National Medical University, Kharkiv, Ukraine

From 09.2011 to 06.2017 (5 years 9 months)

I graduated from this institution being among the top 15 in the final KROK exam

Additional education

- Alison.com (2020, 2 weeks)

Professional and other skills

- Computer skills
  1) Microsoft word, excel proficiency
  2) Fast typing speed
  3) I can troubleshoot a couple of software problems that slow a computer, and I use the computer for leisure
- Zendesk (1 year of experience)
  Advanced, I currently use it.

Language proficiencies

- English — fluent
- Russian — beginner

References

- James Junior Joseph Israel

Customer Support Specialist, Service representative, Recruiter, Dispatcher,

0633400790, jamesisrael1@yahoo.com

Additional information

1) I realized how much customer support means to a business. It determines the continuity of a business. It makes me happy when customers are satisfied with a company regardless of how they are when I meet them.

2) Great time management sills acquired over time through academic and professional work.

3) Ability to function in a team and lead a team. I head a group of young people and I manage a choir from 2016 till now.

4) I do music and I have met several kinds of people on this path. I have learnt to be able to take up new skills and be easily teachable.

5) Meeting people is a great experience for me every time because every one is unique. Being in this field has helped me to realize how amazing people can be and I've learnt to deal with people who might be difficult and I am still learning.