

## **ABDISALAN AWALE**

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### **Objectives**

An energetic, open-minded and self-motivated committed outreach customer service consultant, with eight years of experience in a range of customer service and data entry roles. A quick learner who uses humour and integrity to build trust in any given setting.

### **Education**

- Completed year 12 VCE at Kownain Secondary College-2007
- PSA Certificate ii- 2011
- Bachelor of Information Management Systems-2012

### **Employment History**

#### **❖ Uber- 2015 - Current**

##### **Responsibilities**

- Customer Service
- Communication skills
- Time Management
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#### **❖ Motor spirit L.M.C.T - Dec 2016 - 2017**

##### **Responsibilities**

- Customer service
- Data Entry
- Preparing Spreadsheets
- Maintaining customer relationships

❖ **HIMILO Enterprise, Melbourne - Feb 2012 - Nov 2016**

**Responsibilities**

- Minimizing customer debts by negotiating maximum repayment arrangements with the customer or their representative.
- Sending remittances.
- Educating customers on the products and services.
- Maintaining customer relationships.
- Using sophisticated technology to improve the collections operations business.
- Strive to exceed departmental targets and service levels.
- Data entry

**Skills**

- Strong computer skills
- Web-development- html-css-javascript
- Ability to build relationships with people from a broad spectrum of backgrounds
- Demonstrated conflict management and consultation skills as group leader at university group assignments.
- Demonstrated ability to motivate, influence, supervise and coordinate group processes through development of agendas, minutes, group rules and group project timelines (gained through group research assignments).
- Demonstrated ability to work independently and under pressure

**Personal Interests**

- Programming
- Reading
- Travelling
- Cycling

**References**

**Himilo Enterprise**

Duty manager

Zaem: 0401968493

**Motor spirit**

Manager

Khadija : 0431816344