

Mark Smith

Customer Service

Profile:

A presentable, articulate and energetic Customer Service professional who loves getting things right for her customers and making them happy. Mark has a long history of offering the highest level of service to clients both face to face online and over the telephone. He has experience of providing a friendly and efficient service within a fast paced and challenging environment.

Career:

2016-Present	Customer Service	Robi Axiata Ltd
	Responsible for persuading customers to shop if they had not planned to and encouraging them to spend more than they intended to. Answering customer questions regarding their products. Asking customers questions in order to serve them.	
2014-2016	Customer Service	Unilever Ltd
	Checking the shop floor for any out-of-date and or damaged products. Encouraging customers to buy products and other services. Organising the shipping of goods to customers. Listening out for and identifying opportunities to cross sell.	

Skills:

Can tactfully manage difficult or emotional customers.
Listening patiently to and empathising with customers.
Always conveying a genuine desire to help and support.

Academic:

2011-2013	Msc. in Information and Communication Engineering CGPA 4.00	Bangladesh University of Professionas
2008-2011	Bsc. in Information and Communication Engineering CGPA 3.91	Bangladesh University of Professionas
2006-2008	HSC in Science GPA 5.00	Notre Dame College
1996-2006	SSC in Science GPA 5.00	Monipur High School

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Referance
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