



ELIZABETH POLEPOLE

PERSONAL DETAILS

- Date Of Birth : 19/02/1987
- Nationality : Malawian
- Phone number : 0544746337
- Email Address : elizabethpolepole@yahoo.com
- Languages : English, Swahili, Arabic(learning)

Career objective

Enhance my Customer service and marketing career with an organisation that believes in diversity, equal opportunity for all and employee career advancement.

Work experience

**August 2020- Present - Guest Services Supervisor
Expo 2020 Dubai(UAE Pavilion)**

- Managing Guest Ambassadors
- Managing schedules and rosters
- Handling administration work for smooth operation
- Reenforcing rules and standard operating procedures
- A link between guest services managers and Guest services Ambassadors
- Ensuring all guest operations run seamlessly
- Handling guest complaints and provide solutions
- Monitoring guest numbers and flow
- Coordinating with other contractors as required to ensure smooth and continuous running of the pavilion

21st October 2017 – 15th September 2020 Airport Customer Service Agent- Emirates Group (DNATA)

- Passengers reception at check-in desks
- Handling queries and complaints
- Solving passenger problems
- Inspect and verify passenger documentation
- Check-in and boarding passengers
- Luggage check-in
- Flight delays and irregularities management
- Airline Services correspondence- through emails and phone calls
- Management of passengers with specificities(VIP or Disabled)
- Ensuring that a high level of customer service is provided to all passengers and Airlines
- Emirates Airlines Call Centre (3 months) as part of the Covid response team

May 2013- June 2017 Customer Service Ambassador - First Abu Dhabi Bank (FAB)

- Meet and greet
- Responding to queries/questions from walk in customers
- First point of contact for the walk in customers
- Communicating with customers through emails and phone calls
- Responsible for enhancing the visibility and public perception of the bank.
- Reporting Service Issues on a daily basis to the Branch Manager.
- Solving customer complaints
- Registering Customers to alternative channels
- Selling and cross selling the banks products
- Providing reports on recurring service issues & customer feedback to the service delivery manager
- Bank events assistance
- Provided ideas/improvements that would assist the customer experience at the branch.
- Role model for customer service
- Educating customers about alternative automated channels

2013- Assistant to the Head of Customer Experience (Temporary) - FAB

- Assisting the Head of Customer Experience in every day customer service issues
- Handling customer complaints
- Providing customer complaints reports to the Head of Customer Experience
- Getting in touch with the customers on the feedback of their complaints

May 2010 – June 2012 Marketing and Service Supervisor – Malawi Savings Bank

- Planned and organised the bank's events. Promotions, product launch, branch openings
- Managed marketing stocks
- Prepared weekly marketing reports which included, customer service issues, competitor analysis and branch sales performance
- Prepared the company's weekly newsletter.
- Monitored the Bank's signage and branding
- Updated and amended the content of the website
- Responsible for Promotions and advertising duties
- Implemented corporate social responsibility initiatives
- Handled customer queries and complaints
- Helped branches with marketing, sales or customer service needs
- Analysed competitor activities
- Portfolio management- performance and customer service
- Talked to the media in absence of the Marketing Manager
- General assistance to the Marketing Manager

Education

- 2005-2009 -Bachelor's Degree in Business Administration majoring in Marketing- Zanzibar University.
- 2001-2004 -Malawi School Certificate of Education- Henry Henderson Institute.

Training:

- Aviation systems(ALTEA,SABRE,DMACS), Induction course in Banking, Supervisory skills course, Sales and Marketing course, Customer Service Course, Communications Skills Course , Bring Your Heart To Work Course

Computer Skills- Microsoft Word, Publisher, Excel, PowerPoint and Microsoft Outlook

Hobbies- Watching news, football and movies, reading books, fashion and style, listening to

music , meditating and exercising.

Competency- Working under pressure, self-developer, team player, Fast learner, creative, service oriented, solution centred and hard working