



SSEGAWA ASHIRAF

CUSTOMER SERVICE SALES SPECIALIST



+971526331216



ashrafrana300@gmail.com



Dubai Al riga3

CAREER OBJECTIVES

Energetic and results-oriented professional seeking a challenging Customer Service Sales role where I can leverage my exceptional communication skills, passion for customer satisfaction, and proven sales acumen. With a track record of consistently exceeding sales targets and providing unparalleled service, I am eager to contribute my expertise to drive revenue growth and foster lasting client relationships within a dynamic and customer-centric organization. My goal is to enhance the overall customer experience while achieving and surpassing sales goals through strategic problem-solving, digital marketing skills, and dedication to deliver exceptional service.

COMPETENCIES

- Ability to compose professional and persuasive emails, proposals, and other written communications.
- Ability to attentively listen to customer needs, concerns, and questions and respond appropriately.
- Strong sales skills with the ability to find new approaches to selling.
- Proficient in Microsoft Office tools, including Word, PowerPoint, Outlook, and Excel.
- Comfort and proficiency in using technology, including sales software, CRM systems, and communication tools.
- Setting and achieving sales targets and goals, demonstrating a commitment to personal and team success.
- Manage SAP/Oracle order entry and management from receipt to fulfillment.
- Scheduling service appointments with customers in a timely, professional manner.
- Ensuring accuracy in order processing, documentation, and communication to build trust with customers.
- Leadership skills in coaching, mentoring, motivation, and people management
- The ability to integrate digital marketing strategies into the customer service and sales processes for the customer journey.
- Using (EPR) strategy to control product design and marketing and the greatest ability to reduce toxicity and waste.

PERSONAL SKILLS

- Communication Skills
- Time Management
- Leadership Skills
- Active Listening
- Problem resolution
- Empathy And Patience
- Adaptability And Flexibility
- Positive Attitude And Confidence
- Presentation And Organizational Skills
- Attention To Detail And Goal Oriented

PERSONAL SUMMARY

Dedicated and results-driven Sales Professional with a proven track record in providing exceptional customer service and driving revenue growth. Adept at building and maintaining strong client relationships through effective communication and problem-solving skills. Demonstrated ability to meet and exceed sales targets by leveraging a deep understanding of products and services. Strong team player and excellent computer skills with the ability to collaborate across departments to ensure customer satisfaction. Eager to bring my dynamic blend of sales and customer service expertise to a forward-thinking organization committed to delivering unparalleled service.

PROFESSIONAL EXPERIENCE

CUSTOMER CARE EXECUTIVE | SHARAF DG

2022 - Present

Responsibilities

- Respond to customer inquiries, concerns, and complaints professionally and give information about company policies.
- Process orders, returns, and exchanges efficiently and ensure a high level of customer satisfaction through attentive service.
- Worked closely with the Sales team and maintained an excellent relationship with Management and Customers.
- Effectively manage time to handle a high volume of customer inquiries without compromising quality.
- Ensure compliance with company policies and procedures and Maximize sales by promoting relevant offerings.
- Provide customers with accurate and up-to-date information.

CHAT TEAM SUPERVISOR | SHARAF DG CALL CENTER

March 2020 - December 2021

Responsibilities

- Lead and supervise a team of chat support agents and Provide guidance, coaching, and feedback to enhance team performance.
- Conduct training sessions for new and existing chat support agents and ensure efficient workflow within the chat support team.
- Manage escalated customer issues that require supervisor intervention
- Provided top-notch customer service, handling queries and concerns with speed and professionalism.

SALES EXECUTIVE | SHARAF DG

May 2017 - August 2018

Responsibilities

- Spearheaded strategic sales initiatives resulting in a 30% annual revenue growth, surpassing company targets.
- Build and maintain strong relationships with existing and potential clients.
- Schedule and conduct meetings with clients to discuss their requirements and provide solutions.
- Maintain detailed records of sales activities, including client interactions and sales transactions.

EDUCATION

- **BUSINESS ADMINISTRATION**
(SECOND CLASS UPPER DIVISION) | 2018

REFERENCE

- **JULIAN | SHARAF DG | HR**
JULIAN.URMASA@SHARAFDG.COM
042530532