

CUSTOMER SERVICE ASSISTANT



TRYFORD ZHOU

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tryfordzhou@gmail.com

ABU DHABI, UAE

Personal Details:

Date of Birth : 10-11-1982
Gender : Male
Nationality : Zimbabwe
Religion : Christian
Marital Status : Married
Visa Status : Employment

Passport Details

Passport No : AE460859
Issue Date : 10-02-2023
Expiry Date : 09-02-2033
Issue Place : Zimbabwe

EDUCATION QUALIFICATION

- BBA Marketing Management (2022)_IMM Graduate School of Marketing South Africa.
- BCom (Hons) in Banking and Finance (2009) Chinhoyi University of Technology Zimbabwe.

Language Known

English

Profile

A detail-oriented, analytical, and self-motivated individual seeking finance and administration role with 12 years of work experience in banking and finance and aviation industry in Zimbabwe and UAE Possess excellent written and verbal communication skills, strong ability to work across functional teams and significant ability to prioritize tasks and manage time effectively when given clearly defined objectives and goals to meet; while ensuring confidentiality and application of discretion when handling sensitive client data.

Skills

- ✓ Problem-solving skills.
- ✓ Critical and strategic thinking.
- ✓ Selling and Customer service skills
- ✓ Planning and organizing.
- ✓ Decision Making.
- ✓ Interpersonal and intrapersonal communication skills.
- ✓ Reliability.

Work Experience

- **Company : TRANSGUARD GROUP LLC in Dubai, U.A.E**
Position : PRM
Duration : Sep 2023 to till date now
- **Company : Cabs Hwange Branch Zimbabwe**
Position : Team Leader
Duration : Aug 2014 to June 2023
- **Company : Cabs Hwange Branch Zimbabwe**
Position : Sales Consultant
Duration : Jan 2014 to July 2014
- **Company : Cabs Hwange Branch Zimbabwe**
Position : Bank Teller
Duration : Jan 2011 to Jan 2013

Responsibilities

- Assist passengers on Wheelchairs to navigate through immigration, security checks, Transfer Desks, Duty Free, Toilets, Food Court & Boarding Gates and assist sick travelers to the Airport Clinic.
- Play an active role during the flight delays and disruptions, ensuring that passengers are cared for in the most appropriate manner and in accordance with Air Carrier Access act & General Civil Aviation Authority (GCAA) regulation as and when required.

Declaration

I hereby declare that the details furnished above are true to the best of my knowledge and belief. I shall provide the necessary documents when required.