



Miranda Tahwa

12+ years of experience in customer service and sales industry. Accomplished, versatile professional with a stellar career history of achievement driving profitability and brand awareness through strategic marketing and operations oversight. My history of sales experience has taught me to be a proactive leader with refined business acumen and exemplary people skills. I have learned to facilitate a team approach to achieve organizational objectives, increase productivity and enhance employee morale.



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Location

Dubai - United Arab Emirates

QUALIFICATIONS

- Executive Certificate in project Administration & Finance for NGO's
- Certificate in Customer Service

SKILLS

- Customer Service Management
- Complaint Handling & Resolution
- Customer Satisfaction Enhancement
- Teambuilding & Training
- Relationship Building
- Attention To Detail
- Critical Thinking
- Inventory Management
- Project Management
- Contract Negotiations
- Great Organizational Skills
- Clerical Duties

EXPERIENCE

Sales Consultant

Silverstone Tyres (ZW) : July 2016 - Aug 2023

- Strategically negotiated with customers to close on deals and increase sales.
- Maintained contact with customers via email, phone calls, texts, and regular updates on promotional offers.
- Collaborated with the sales manager to create strategic plans to increase sales and enhance customer satisfaction.
- Evaluated customer needs and supplied the customer with the most appropriate products
- Assembled promotional displays, including quarter and full-size point of purchase displays
- Recognized for exceeding expectations, moving large quantities of product, achieving 6% increase for the financial year 2021
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Reviewing sales statistics and actions to determine how to better utilize time, plan more effectively and improve sales.
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Customer Service Executive

Cresta Hotel & Lodges (ZW) : Jan 2013 - June 2016

- Organized, confirmed, processed, and conducted all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Identified and explained room features to guests, supplied guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.
- Welcomed and acknowledged all guests according to company standards, anticipated and addressed guests' service needs.
- Demonstrated the ability to work any shift assigned which included days, nights, weekends, special events, overtime and holidays upon request.
- Monitoring all materials that are available to the public to ensure that information is current, the supply is adequate, restock, and monitor the supply for ongoing needs and inventory.
- Researched, answered and completed guest inquiries and requests through a telephone dispatching system.
- Ensured all cash and cash equivalents are accounted for and balanced at the beginning and end of each work shift.