**DURODOLA WILSON BABAJIDE**

## PERSONAL INFORMATIONS:C:\Users\HP pc\Desktop\Passport\01.jpg

**Sex : Male**

**Nationality : Nigerian**

**Language : English, Russian**

**Current Location : UAE (United Arab Emirates)**

**Visa Status : Employment Visa**

## CAREER OBJECTIVE/SUMMARY:

To obtain a position in customer service, logistics, administrative, sales and business related fields where my knowledge, skills and understanding will continue to develop while focusing on the organization’s growth by achieving set goals and aims.

## PROFESSIONAL EXPERIENCE:

**Front office Receptionist {July 2019 till date} - UAE**

**Logistics Coordinator and Customer Service {May 2017 – January 2019} - Ukraine**

**Call Center Support (Sales Admin) {January 2015 – December 2015} - Ukraine**

**Hotel Receptionist (Part Time) {January2011 – March 2011} - Ukraine**

## PERSONAL ATTRIBUTES:

* Responsible, loyal and straight forward
* Excellent communication and interpersonal skills
* Proficient in Microsoft office software, Excel and PowerPoint
* High achieving, ambitious, and results(outcome)-oriented
* Excellent up-selling and on-selling techniques
* Capability of working flexible hours
* Creative, calm, energetic, quick, efficient and positive
* Profit oriented and business minded; clear and friendly generally and on telephone calls
* Fast leaner, attentive with computer Knowledge

## PROFESSIONAL EXPERIENCE:

**Front Office Receptionist July 13 2019 to Date**

**GOLDENSANDS HOTEL – UNITED ARAB EMIRATE**

**Duties and Responsibilities**

* Provide all necessary assistance to guests to make them feel a warm welcome
* Check availability of rooms and make sure they match the guest requirements
* Register & process, assigned rooms to guests and documentations
* Respond immediately to guests inquiries and complaints
* Communicate with hotel staffs on the status of guest rooms
* Generate sales by being polite and customer friendly
* Up selling and promoting associate functions thereby generating more revenue and income
* Perform other related duties as required

**Logistics Coordinator and Customer Service {May 2017 – January 2019}**

**CAROLINA LOGISTICS (NIKO LOGISTICS) - UKRAINE**

**Duties and Responsibilities**

* Coordinated and monitored supply chain operations
* Informs customer on shipment status, exceptions and provides intermediate updates in case of any delay or changes in plan
* Handles Track and Tracing of goods for customers and every other inquiries
* Utilized logistics IT to optimize procedures
* Recruited and coordinated logistics staff (e.g. truck drivers) according to availability and requirements
* Supervised orders and arranged stocking of raw materials and equipment to ensure they meet needs
* Communicated with suppliers, retailers, customers etc. to achieve profitable deals and mutual satisfaction
* Planned and track the shipment of final products according to customer requirements
* Kept logs and records of warehouse stock, executed orders etc
* Prepared accurate reports for upper management
* Inventory management
* Monitored the drivers to make sure they use the shortest and risk free route to reduce running cost and unnecessary expenses
* Got the bill of lading (BOL) singed accordingly
* Note down claims and transfer to the claim and insurance department
* Provided customer service and support for customers and drivers
* Performing other duties as required or assigned

**Call Center Support (Sales Admin) {January 2015 – December 2015}**

**DIAMOND BUSINESS CENTER – UKRAINE**

**Duties and Responsibilities**

* Processed orders via email or phone
* Checked data accuracy in orders and invoices
* Contacted clients to obtain missing information or answer queries
* Liaised with the Logistics department to ensure timely deliveries
* Maintained and updated sales and customer records
* Developed monthly sales reports
* Communicated important feedback from customers internally
* Ensured sales targets are met and reported any deviations, stayed up-to-date with new products and features

## EDUCATION AND PROFESSIONAL QUALIFICATIONS:

**Master’s Degree in Economics – Kharkov Ukraine**

**Bachelor Degree in Economics – Kharkov Ukraine**

**Russian Language – Kharkov Ukraine**

HOBBIES:

Fitness, music, dancing

Blogging, online marketing

Reading, traveling and Community service