



FRIDA STAPHORD

CUSTOMER SERVICE

Professional summary

Dynamic Office Administrator with a Bachelor of Arts (2025) and a year of experience at Joeva Entertrade T LTD. Proficient in Data Entry, Scheduling, Report Preparation, adept with CRM Software and Microsoft Office Suite. Eager to bring my dedication and skills to a new team where I can contribute to success.

WORK EXPERIENCE

JANUARY 2025: JOEVA ENTERTRADE T LIMITED

CUSTOMER SERVICE

- Managed high-volume inbound and outbound calls with a focus on customer satisfaction.
- Resolved customer issues efficiently, ensuring a quick and positive resolution.
- Maintained detailed records of customer interactions, transactions, and feedback.
- Collaborated with team members to share best practices and improve service standards.
- Handled customer complaints with empathy and professionalism, escalating when necessary.
- Identify customer needs, research issues, resolve complaints, and provide solutions
- Maintain ownership of calls throughout the lifecycle of a caller's request, including follow-ups with escalation team
- Recommend improvements for systems and processes to boost organizational efficiency

Aug 2024 - January 2025: J O E V A ENTERTRADE T LIMITED

OFFICE ADMIN

- Manage daily office operations and provide administrative support to staff.
- Coordinate and schedule meetings, appointments, and manage calendars for executives.
- Handle incoming calls, emails, and other correspondence, ensuring timely responses.
- Prepare and edit documents, reports, and presentations with
- Support HR tasks such as updating employee records and assisting with recruitment.
- Developed and implemented office policies and procedures to improve efficiency.
- Preparing and issuing quotations and following up diligently
- Build and Maintain relationships with clients – existing and new

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Dar es salaam , Tanzania

EDUCATION

Bachelor of arts in Kiswahili
University of Dar es salaam

2022- 2025

SKILLS

- Product knowledge
- Order processing
- Payment processing
- Data entry
- Inventory management
- Complaint handling
- Upselling and cross-selling
- Multilingual proficiency

LANGUAGE

English

Kiswahili