

ONYEKWERE OBINNA MARTINS

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Education

September 2014 | August 2016
ND in Computer science, Federal Polytechnic Nekede, Owerri, Imo state.

Experience

- May 2007 – **Sales Person, Vickers Investments Owerri, Owerri, imo state.**
- December 2010
- Welcome customers and help them locate items in the store.
 - Provide customers with informations about goods
 - Attending to cusstomer complaints and inquiries.
- February 2011 – **Sales Representative, Holy family Water Company, Owerri, Imo State.**
- November 2013
- Prepring daily records on products and sales records
 - Generating new leads
 - Meeting and exceeding sales target
 - Obtaining payments and deposits from clients
 - Moving with the delivery van to meet customers and supply their goods
 - Coordinating sales efforts and maintaing a good client relationship
- January 2017 **Store Keeper, Chois International Ltd., Owerri, imo state.**
- December 2018
- Receive/Manage stocks, keep record of sales and restock goods when necessary
 - Proper records and documentation of inflow and outflow of goods
 - Manage and train new store keepers
 - Ensure the store is neat and organized at all time
 - Conflict mediation between staff and clients and de-escalate the situation
- October 2019 **Auto Paint Mixer, KM Garage, Rashidiya, Dubia.**
- August 2020
- Preparing list of vehicles for painting.
 - Match and mix paint for painters
 - Properly discards left over paints, thinners and solvents.
 - Assisting painter in preparing spray out cards to determine blending needs.
 - Order paint materials and also keeping the painting room clean.
 - Track supplies and , material usage

September 2020 – **Auto service advisor/ customer care representative.**, *Royal cars garage (KM Group)*, Al qouz industrial area 4, Dubia.

- Present
- Greeting and welcoming customers and obtaining vehicle information.
 - Calling customer to advise them about service changes or car pick-up time.
 - Liaising with service technicians about parts ordering and ensuring parts are available when needed.
 - Consulting with mechanics regarding necessary repairs and possible alternatives to expensive repairs
 - Contacting customers regarding any changes in the estimate or promised time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed.
 - Maintaining a high quality standards to eliminate comebacks and a professional appearance.
 - Using knowledge of products and services to sell and provide information about available parts and services options to customers
 - Answering questions about service outcomes, insurance policies and scheduling appointment, vehicle drop-off and vehicle pick-up.
 - Providing customers with information and advice on warranty protections, potential cost savings and the advantages of trading in versus fixing the car.
 - Managing and overseeing the dealership workflow and schedule

Skills

Customer service Good communication skills, Time management, Active listening, Problem Solving, Empathy, Patience

Personal Skills Flexibility, Attention to detail, Leadership, Willingness to learn, Team management, MS Office, Adaptability, Complaint resolution, Organizational skill, Technical aptitude

Awards

Best advisor of the year, *June 2021*.

Recognised for obtaining the highest good google reviews
KM group