

Curriculum Vitae Carolina Louise Maria Damen



About me

Name	Carolina Louise Maria Damen
Nationality	Dutch
Date of Birth	28-7-1977
Address	Avenue 11, Bld 112 C, Flat 62 Block 1016, Al Lawzi
Phone	+973 37079960
CPR No.	770744982
Civil Status	Married
Email	caroline@vanvyfeyken.nl

Skills

Accurate, Organized, Flexible, Independent, Multitasking, Eager to learn and develop myself in new fields.

Strong interpersonal and communication skills. Data Entry and handling confidential information. Able to work under pressure and stress. Customer Interaction, Service Work, Phone Manner, Resolving Issues, Business Knowledge, Guest Satisfaction.

Work Experience

Aug 2022 – July 2024

Qcells Benelux, The Netherlands

Customer Service and Inside Office Specialist

Inside sales support for the accountmanagers and all-round office administration tasks. Order entry from order to invoice. Customer service and support by phone and email. Contact with logistic department for smooth order handling and delivery.

Dec. 2021 – May 2022

Audax, Gilze, The Netherlands

All-round Office Assistant

All-round administration tasks. Office Assistant tasks

Jan. 2021 – Dec. 2021

UPL Benelux, Breda, The Netherlands

Customer Service Employee – Assistant Manager

Order entry from order to invoice. Customer service and support by phone and email. Handling all complains and returns, making invoices and creditnota's. Supplying product information to customers and stores. Contact with logistic department for smooth order handling and delivery.

- Dec. 2018 – Dec. 2020 **Fellowes Brands Benelux, Tilburg, The Netherlands**
Customer Service Employee – Office Assistant
 Order entry from order to invoice. Customer service and support by phone and email. Handling all complains and returns, making invoices and creditnota's. Supplying product information to customers and stores. Contact with logistic department for smooth order handling and delivery.
- 2013 - 2018 **Callcenter Agent for different Dutch compagnies**
- 2011 - 2012 **YBL Yara Bauty Lounge, Amwaj Island, Bahrain**
Assistent Manager and Receptionist and stock controll.
- 2009 - 2011 **Joz Salon and Spa, Bahrain**
Assistent Manager and Receptionist in salons on Amwaj Island and US Naval Base.
- 2002 - 2007 **Universo BV, The Netherlands**
All-round Office Assistamnt and Customer Service Administrator

Education

- 1999 - 2001 **College, Networking and Communications (junior plus college education level)**
- 1996 - 1999 **Collega , Banking and Insurance (junior plus college education level)**
- 1992 - 1996 **High School**

Software

Microsoft Office, SAP, Outlook, Firefox, Thunderbird, Basis Linux, ERP systems.

Languages

Dutch	Mother tongue
English	Fluent
German	Basic

Driving Licence

Clean European Driver's License since 1998 and own car / transportation