

# OLSIE MONYENYE SSALI

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ssaliolsie@gmail.com

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## PROFFESIONAL PROFILE

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Highly competent and organized, offering deep insight into providing meaningful and excellent customer experience. Gained great agility and abilities to work under minimum supervision with high efficiency levels in accordance with various company's directives. Knowledgeable, analytical, and personable with excellent problem-solving skills and strengths in areas of communication, record management, customer engagement as well as observance on health and safety protocols. Can drive business growth and improve workflow efficiencies while maintaining the highest standards of service and adherence to regulatory guidelines.

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## EXPERIENCE

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### **Bamburi Cement, Mombasa, Felix Mandel Avenue, P.O Box 10668 - 80101**

Customer Service Advisor – Intern | September 2023- February 2024 | Mombasa, Bamburi

Managing the processing of dispatch documentation including:

- Receipting, confirming, and processing customer purchase orders after conducting account status and pricing conditions checks.
- Collaborating and coordinating with logistics, dispatch, and finance teams.
- Processing delivery notes, invoices, and statements for dispatches.
- Ensuring accurate and swift processing of counter sales order transactions according to procedures.
- Reducing wait and serve times through efficient transaction processing.
- Maintaining vigilance and alertness to possible frauds and risks.
- Reporting any exceptions in the dispatch process to the service supervisor or manager as applicable.
- Managing customer queries and complaints, including properly recording, resolving, following up, and providing feedback to ensure full customer satisfaction.
- Engaging in customer interactions and performing other duties as assigned by management

### **McKesson Canada, Coquitlam, Canada, BC V3K 5Z1**

Stock picker | November 2021- February 2022 | Canada, Coquitlam, BC

- Picking and packing orders.

### **Freshii, Port Coquitlam, Canada, BC V3B 5Y9**

Freshii Team Member | November 2020- February 2022 | Canada, Port Coquitlam, BC

- Ensuring a guest centric environment; providing fun, educational, quick, and efficient and accurate service and resolving any guest service issues.
- Preparing and stocking food.
- Assembling guest food orders.
- Operating cash registers and receiving payment from customers in cash or by credit card.

### **Purolator, Randstand Agency, Richmond, Canada, BC V7B 1M5**

Warehouse Associate/Pre-loader | December 2020- January 2021 | Canada, Richmond, BC

- Unloading line haul trailers.
- Working with conveyor and roller belts, inside trailers and package vehicles.
- Scanning, counting the number of stops on the truck and writing all premium products while loading.

### **Real Canadian Superstore, President's Choice Financial. Surrey, Canada, BC V3S 9N6**

PCF Greeter | May 2020- July 2020 | Canada, Surrey, BC

- Greeted customers upon entry and exit of the store.
- Managing the traffic flow through various points in the grocery store.
- Displaying and encouraging social distancing between customers.

### **Nyali Golf View**

Hostess | July 2018- August 2018 | Kenya, Mombasa

- Greeted customers upon entrance of the building.
- Directed customers to the events locations and provided information on the events.
- Ensured that all sections were kept clean at all times.

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## **EDUCATION**

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Currently studying Associates of Arts Degree at Okanagan College Kelowna | 1000 K.L.O Road, Kelowna, BC Canada V1Y 4X8

Completed Adult Graduation Program at Columbia College Vancouver | 438 Terminal Ave, Vancouver, BC Canada, V6A 0C1. May 2019- May 2020

Completed Cambridge IGCSE AS levels at Oshwal Academy Mombasa | Nyali, Beach Road, Mombasa, Kenya. Sept 2017- June 2018

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## CERTIFICATES

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Food Handler (2020)

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## SKILLS & COMPETENCIES

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- Relationship Building
- Customer Service
- Sales and Marketing
- Attention to Detail
- Computer Skills
- Communication
- Bilingual (English & Swahili, currently learning Korean)
- Time Management
- Adaptable

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## HOBBIES & INTERESTS

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Reading, Archery, Hiking, Scrabble, Exploring Culinary Cuisine

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## REFERENCE

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Human Ressources  
McKesson Canada  
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