**NAMATUNGO**

**Citizenship** : Rwandese

**Visa Status :** Visit Visa **Height :** 5.6 ft. (171 cm)

**Languages** : English, French, Swahili & Hindi



Namatungo.204556@2freemail.com

**Objective**

Seeking a position in a result Oriented Professional organization, that provides an opportunity to encounter challenges and that exhibit aptitude towards growth and advancement and also where my qualification experience and capabilities could be utilized for enhancing productivity with satisfying results. My skills also a good team player and humble personality

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|  | **Basic Skills** |
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| ***Communication*** | Deals with internal and external customers at all levels via telephone and email, to ensure |
|  | successful communication via actively listening and probing questions |
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| ***Planning and Organizing*** | Refined planning and organizational skills that balance work, team support and ad-hoc |
|  | responsibilities in a timely and professional manner |
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| ***Team Player*** | Enjoys sharing knowledge and encouraging development of others to achieve specific team |
|  | goals |
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| ***Punctuality*** | Make sure that my work is submitted on timely manner and my attendance is as per the |
|  | company policy without failure. |
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|  | **Education** |
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| **2012 - 2015** | **Bachelor of Commerce** |
|  | DR.BHIM RAO AMBEDKAR UNIVERSITY, AGRA , INDIA |
| **2013 – 2013** | **Diploma in Office Automation** |
|  | ITMAK.COM INSTITUTE OF TECHNOLOGY AND MANAGEMENT |
| **2006 - 2011** | **Certificate – National Secondary Education** |
|  | REMERA MBONGO SECONDARY SCHOOL, RWANDA |

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**Work Experience**

***IN & OUT SUPER MALL, AGRA, INDIA*** **June 2015 – July 2017**

*SALES ASSOCIATE*

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advise customers by providing information on products.

 Helps customer make selections by building customer confidence, offering suggestions.

* Communication to the customers the information on special offers/sales promotion events.
* Merchandise goods prominently on the shop shelves & display units.
* Handle customer complaints professionally and escalate any serious issues to the store Manager.
* Update product knowledge follow latest trends to provide confident and relevant advice to customers.

***BIG BAZZAR MALL, AGRA, INDIA*** **January 2014 – January 2015**

*CUSTOMER SERVICE REPRESENTATIVE*

* Highly developed sense of integrity and commitment to customer satisfaction.
* Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through contact tracking.
* Provide quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and system troubleshooting
* Troubleshoot customer issues over the phone
* Use automated information systems to analyze the customer’s situation.
* Maintain a balance between company policy and customer benefit in decision making. Handles issues in the best interest of both customer and company.
* Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer’s experience.
* Responsible for compiling and generating reports as they relate to customer service surveys.

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|  | **Activities and Interests** |
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| **Internet** | Browsing social network |
| **Travelling** | Get to know the world |
| **Socializing** | Get to know our different cultures of the world |
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|  | **Computer Skills** |
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| **MS Office** | - MS Word, MS Excel, Outlook |
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|  | **Referees** |
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|  | Up on Request |
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