**Objective**

Searching for a position which will allow me to explore my skills in customer relation in order to further my career experience

**Profile Summary**

A hardworking, caring, honest and determined individual eager for results and a team player with experience of **3years and 6months** in dealing in customer care and technical knowledge of computers i.e. computer designing, management skills and typing.

# Work experience:

**Company : ASIA SERVICES (Recruitment Company)**

**Designation : SWITCH BOARD TELEPHONE OPERATOR**

**Tenure : April 2015 TILL DATE**

**RESPONSIBILITIES:**

* Answer incoming calls and greet callers.
* Place telephone calls or arrange conference calls as instruct.
* Provide client with area code or telephone number he or she need.
* Inform clients by explaining procedures
* Maintains communication equipment by reporting problems.
* Receive customer's requests for services.
* Consult with customers about our services.
* Investigate services the customers will need.

**Company : NILE HOTEL**

**Designation: Receptionist/Customer Care**

**Tenure: Feb 2013 to June 2014**

**Responsibilities**

* Greet and welcome guests upon arrival.
* Answer calls and make reservations/ booking for guests.
* Promoting the company's products and services to customers.
* Using the in house system to record information.
* Keeping up to date with the company's products, procedures and services.
* Directing requests and unsolved issues to other colleagues.
* Processing orders, forms, applications and requests for information.

**Company BMZ BAKERY LTD**

**Designation: Customer Care Service /Asst. Cashier**

**Tenure: Feb 2011 to Jan 2013**

**Responsibilities**

* A clear and confident telephone manner
* Ability to communicate effectively with a wide range of customers
* Proven aptitude for dealing with customer complaints
* Experience of working in a busy, inbound call centre environment
* Dealing with customers Face to Face

# Professional Certification & Academic Education:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr.** | **Certification/Diploma** | **Institution / University** |  | **Passing Year** |
| 1 | Computer science | Bethel Training Institute |  | 2010-2012 |
| 2 | Computer studies | Bethel Training Institute |  | 2010-2011 |
| 3 | Uganda Advanced Certificate of Education(UACE) | PMMGIRLS’SCHOOL |  | 2006-2007 |

4 Uganda Certificate

Of Education (UCE) PMMGIRLS’SCHOOL 2002-2005

# Key Strengths:

|  |  |
| --- | --- |
|  | Excellent Communication and interpersonal skills |
|  | Ability to work under pressure |
|  | Data Entry skills |
|  | Computer Knowledge “ Microsoft Office ” Microsoft Excel |

# Personal Information:

Date of Birth: 5th May 1986

Material Status: Married

Nationality: Ugandan

Religion: Islam

Language: English and Hindi



**Gulfjobseeker.com CV No:** **1475778**