CURRICULUM VITAE

**ELIZABETH**

**CONTACT INFORMATION**

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Place of Résidences : DUBAI

**PERSONAL INFORMATION**

Nationality: Ugandan

Religion : Christian

Visa Status: Visit

**PERSONAL SUMMARY**

I am a highly resourceful, flexible, and innovative and Team player and I have an interest in taking new challenges. Experienced in promoting a safe environment for staff and customers and able to respond effectively to all emergencies and queries. Possessing excellent written and oral communication skills and able to write reports to managers about daily activities and irregularities. Looking for a position with an exciting and ambitious company that provides room for progression

**WORK EXPERIENCE**

(1) 2014–2017,FACETECHNOLOGIES

**CUSTOMER CARE TEAM LEADER**

Duties and Responsibilities

* Providing daily leadership to customer servicestaff to meet customer expectation
* Ensuring timely processing of customer orders and resolving customer disputes.
* Identifying system and workflow improvements toenhance the team's efficiency
* Telesales and tele- marketing
* Respond to customer queries and problem solving

(2) 2011 – 2014, CENTURY BOTTLING COMPANY-UGANDA (COCA COLA)

**SALES ASSISTANT AND CUSTOMER SUPPORT**

* Working as part of the sales team to develop both new and existing markets
* Involved in developing sales & pricing strategies
* Liaising with customers & the dealer network to answer and resolve their queries
* Writing accurate & informative sales reports and documentation
* Identifying the customer's needs
* Making appointments to meet new and existing clients
* Contacting prospective clients by phone and email
* Attending sales appointments at clients premises

(3) 2008 – 2011, MTN-UGANDA

**SALES ADMNISTRATOR/CUSTOMER CARE ASSISTANT**

Duties and Responsibilities

* Working as part of the sales team to develop both new and existing markets
* Involved in developing sales & pricing strategies
* Liaising with customers & the dealer network to answer and resolve their queries
* Writing accurate & informative sales reports and documentation
* Identifying the customer's needs
* Making appointments to meet new and existing clients
* Contacting prospective clients by phone and email
* Telesales and telemarketing

**COMPETENCE**

1. Ability to handle conflict situations tactfully but firmly.
2. Strong communication skills
3. Fluent in English Language.
4. Committed to complying with the highest work place standards in terms of attendance, health and safety, and conduct towards the public.
5. Comfortable with the following Microsoft Applications; Word, PowerPoint, Excel and Access.
6. Team player

**EDUCATION BACK GROUND**

|  |  |  |
| --- | --- | --- |
| **Duration** | **Institution** | **Award** |
| 2012 – 2014 | Uganda Management Institute | Post Graduate Diploma in Marketing Management |
| 2004 – 2007 | Makerere University Kampala | Bachelors of Science Degree in Information Technology |
| 2002 – 2003 | St. Lawrence Citizen’s High School, Nabbingo | UACE |
| 1998 – 2001 | St. Joseph’s Girls Nsambya | UCE |
| 1991 – 1997 | Gayaza Junior School | PLE |

**HOBBIES**

* Reading business journals
* Meeting new people

**DECLARATION:**

I **Elizabeth**, declares that the information given above is true and correct to the best of my knowledge; I do hereby undertake to serve the company so as to meet the company’s goals and objectives to ensure the growth and expansion of the company.

**REFFERNCE**

Reference will be provided upon request.