**KYALWAZI**

**KYALWAZI.347760@2freemail.com**

**CAREER OBJECTIVE**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals. I value integrity, loyalty and professionalism**.**

**PERSONAL PROFILE**

An experienced, customer-focused individual who previously worked in highly pressured work environment whilst maintaining the uppermost quality and stand of work, with a confident and committed personality. I am able to deal with both internal and external customers at any level, participate as an active team player who thrives on challenges, and always keen to improve knowledge and acquire new skills.

**ACADEMIC QUALIFICATIONS**

* Advanced certificate of education
* Berkeley college school
* Ordinary certificate of education
* Baptist high school

Key skills:

* Good communication skills.
* Team player.
* Computer skills
* Interpersonal skills
* Cash handling skills**.**

**BIODATA**

**NATIONALITY : Ugandan**

**AVAILABILITY : Immediately**

**LANGUAGES : English (Fluent)**

**VISA STATUS : Tourist Visa**

**WORKING EXPERIENCE**

**GIANT EAGLE TELECOM, UGANDA FEB 2015 TODEC 2016**

**Position: Customer Service Representative/Sales Executive**

**Department: Telecom**

* Attracts potential customers by answering MTN products and service questions; cross selling about other products and services which include mobiles, simcards, calls, SMS and data packages.
* Activating customer prepaid or postpaid numbers by recording account information in the system.
* Maintaining customer records by updating account information.
* Resolving service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintaining income lines by processing customer adjustments on existing postpaid plans.
* Preparing MTN reports by collecting and analyzing customer sales information.
* Contributing to the entire telecom team effort by selling mobile phones and accessories as well as accomplishing related results as needed.

UCHUMI, UGANDA **OCT 2013TO 2015**

**Position: Sales Executive**

Duties and Responsibilities

* Liaising with potential customers in the store to make sure a sale is closed.
* Providing advice on and recommend products.
* Answering questions about any product of customer’s interest.
* Handling cash or any other payment instrument.
* Cross selling products in order to beat sales targets.
* Making sure the store is neat and presentable particularly during working hours.
* Analyzing the inventory, order stock and arrange delivery of products.
* Pricing products and update the shelves in the store with new items.
* Dealing with, and solving customer complaints.

**Computer Literacy**

* **Adequate knowledge of Computer.**
* **MS Office Application (Email outlook Express, Word, Excel, Power Point).**
* **Other Software which are used in Office environment.**