

**NAKATEMWA.352085@2freemail.com**

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**PERSONAL INFORMATION:**

Gender: Female

Date of Birth: 06/08/1990

Civil Statue: Single

Nationality: Ugandan

Language: Fluent English

Visa Status: Visit Visa

**PERSONAL SUMMARY**

I am a highly-motivated individual with account management background and customer service skills. I have a long track record of achieving monthly goals, driving revenue and providing excellent customer service. My key skills lie in my ability to generate enthusiasm about a product or service.

**CAREER HISTORY**

1. CUSTOMER CARE EXECUTIVE – 2016
Employers name – Pebu Africa Limited
Responsible for increasing sales through tele marketing efforts to existing, inactive and new clients.

**Duties;**

* Prospecting for new business in assigned territories.
* Providing clients with easy access to the things that matter most to them.
* Writing up monthly customer care reports.
* Cultivating direct relationships with customers.
* Maintaining close confidentiality of customer information.
* Identifying the business needs of clients.
* Making appointments with customers.
* Conducting needs assessment interviews with clients.
* Using market intelligence effectively to identify customers.
* Managing existing accounts.
* Responding to client enquiries in a quick and efficient manner.
* Chasing up warm leads.
* Negotiating terms and conditions with customers.
* Completing all necessary paperwork.
1. **Airtel Uganda/ call center (2015)**

**Position: Sales Associate/telemarketing**

**Responsibilities:**

* Cashiering and greeting.
* Keeps equipment operational by following manufacturer's instructions and established procedures.
* Secures information by completing data base.
* Maintains safe and clean working environment by complying with procedures, rules, and regulations.
* Contributes to team effort by accomplishing related results as needed
* Calls prospective customers by operating telephone equipment
* Influences customers to buy services and merchandise
* Completes orders by recording names, addresses, and purchases
1. **FRONT DESK ASSISTANT– March 2013- August 2014
Employers name – Hotel Africana.**

**KEY SKILLS AND COMPETENCIES**

**Customer Care:**

* Ability to build a professional rapport with customers by carefully listening and responding to customer needs.
* quick, efficient and accurate.
* In-depth understanding of new media.
* Excellent organizational and time management skills.
* Excellent listening skills.
* Creative problem solving skills.
* Ability to communicate complex issues in a simple way.
* Superb public speaking skills.

**Personal**

* Assertive approach to reaching set goals.
* Energetic self-motivated individual with an entrepreneurial spirit.
* Very energetic and a fast learner.
* Professional appearance and outgoing personality.
* Positive attitude and eager to win.

**AREAS OF EXPERTISE**
Problem solving
Customer satisfaction
Social Network Marketing
Lead generation

**ACADEMIC QUALIFICATIONS**

Institute of Legal Practice and Development Rwanda \_Diploma in Legal Practice

YMCA \_ Computer Application and Internet Browsing

Kampala International University \_Bachelor’s Degree of Laws

Green Light High School \_Uganda Advance Certificate of Education (UACE)

World Ahead Senior School \_Uganda Certificate of Education (UCE)

St. Henry’s Primary School \_Primary Leaving Examination (PLE)

**REFEREES:**

● Upon Request.

I declare and certify that to the best of my knowledge and belief, this data correctly describes the qualifications, my experience and me.

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