**DOROTHY.359076@2freemail.com**

**DOROTHY**

A result driven , committed and articulate receptionist with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to maintain & develop existing and new customers through ethical sales methods and consistent high customer service. Now am looking forward to making a significant contribution in an ambitious and exciting company that offers a genuine opportunity for progression



S k i l l s



 Cold Calling answering

& Telephone

Addressing customers inquiries

Business-to-Business & Business-to-

Consumer Sales

* Promoting company products



C a r e e r P r o g r e s s i o n



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| --- | --- |
| **MUKWANO GROUP OF COMPANIES** | **2014-2016** |

**Receptionist**

**DUTIES & RESPONSIBILITIES**

* Promoting the company’s products to existing and prospective clients by utilizing available resources thus good selling/influencing skills
* Developing and maintaining positive relationships with clients through excellent customer service.
* Addressing client inquiries and ensuring that their needs are consistently met.



* Developing new business prospects in specific geographical areas through cold calls.
* Interacting with existing customers to increase sales of the bank's products and services, thus hard working.
* Providing product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions



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| **UCHUMI SUPERMARKET** | **2012-2013** |

**Customer Service**

**DUTIES & RESPONSIBILITIES**

* Greeting customers at the enquiries desk with smile, friendly and pleasant demeanor.
* Answering customer inquiries about the communication network, internet connections, special promotions and tailored offers.
* Provide outstanding customer services and satisfaction in every points of conduct
* Attending to calls and emails from customers in case of any inquiries and solving their problems where necessary
* Taking customer inquiries over the telephone for further investigation on a dispute and transferring them to respective departments.



E d u c a t i o n a l B a c k g r o u n d



* Uganda Advanced Certificate of Education
* Advanced Certificate of Education

**References available upon request**

