CURRICULUM VITAE

**NAMUBIRU**

**NAMUBIRU.366481@2freemail.com**

**POSITION DESIRED: CASHIER**

**PERSONAL PROFILE**

|  |  |
| --- | --- |
| Date of Birth : | September 11th 1989 |
| Nationality | : | Ugandan |
| Civil Status | : | Single |
| Gender | : | Female |
|  |  |  |
| Visa Status | : | Employment Visa |
| Languages | : | English |

**OBJECTIVE**

Well- presented exceptional customer care service skills and ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guest on arrival in a friendly manner to improve the sales and services of the company and add value on the current services offered to customers.

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Carrefour Market (Majid Al Futtaim Group)**  **( June to Present )** **Duties and Responsibilities*** **Keep records of customer interactions and transactions**
* **Maintain customer databases**
* **Follow up on customer interactions**
* **Provide feedback on the efficiency of the customer service proceedings**
* **Record details of inquiries, comments and complaints**
* **Deal with inquiries from the public**
* **Prepare weekly reports for managemen**

**Unique watch store, Kampala, Uganda**  |  |  |
| **Position: Sales attendant (Dec2014-July2016)**  |  |  |
| **Duties and Responsibilities:** |  |  |

* Deal directly with customers either by telephone, electronically or face to face
* Negotiation prices during sales and provide discounts when appropriate Review
* Taking cash from customers and processing their receipts
* Highlighting special promotions
* Helping clients in making decisions.
* Obtain and evaluate all relevant information
* To handle product and service inquire
* Provide pricing and delivery information
* Set up new customer accounts
* Process orders, forms, applications and requests
* Organize workflow to meet customer timeframes

**Time world, Kampala, Uganda** **(July 2013–Aug 2014)**

**Position: Customer care**

**Duties and Responsibilities:**

Informing customers on any collection time and delivery times

Keep records of customer interactions and transactions

Record details of inquiries, comments and complaints

Record details of actions taken

Prepare weekly reports for management

Maintain customer databases

Deal with inquiries from the public

Follow up on customer interactions

Provide feedback on the efficiency of the customer service process

**EDUCATIONAL QUALIFICATION**

* **Bachelor of business administration (BBA)**
* **Completed Secondary School Certificate**

**SKILLS AND COMPETENCIES**



Effective listener and communicator

Good communication and ‘people soft skills’

Confident, self-motivated and determined

 Ability to work well on my own and also as part of a team

Good organizational and time management skills

Excellent negotiation and persuasive skills

**AWARDS**

Certificate in customer care service skills

Certificate in computer skills

**REFERENCES**

Can be provided upon request

**DECLARATION**

I declare that the information provided above is true and correct to the best of my knowledge.

**NAMUBIRU**