** IRENE**

**IRENE.366931@2freemail.com**

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***CUSTOMER CARE EXECUTIVE.***

**PROFILE:**

I am a hard working lady who is a good team player with good communication and interpersonal skills capable of demonstrating commitment to organizational goals, missions and objectives in a highly fast paced environment.

**KEY SKILS**

Quickly grasp and internalize new concepts.

Computer skills such as Ms Office package, and networking.

Able to read, write and communicate effectively in English.

My career objective is to work for a reputable organization where I can contribute to national development, improve my knowledge and skills and also grow my career path.

**WORK EXPERIENCE**

**Company: FAST MOBILE COMMUNICATIONS.**

**Designation: Marketing/Sales Associate.**

**February 2016– 31 March 2017.**

* Welcoming customers by warmly greeting them and deliver the best services thus exceeding their expectations.
* Being a good up seller by informing the customers’ of our products and the benefits that come along through talking them politely.
* Acquired knowledge about the latest and trending technology.
* Increased sales by explaining the functions and usage of different devices to clients.
* Working always towards meeting the required sales target thus putting in extra hours.
* Achieved monthly sales through supporting fellow workmates.
* Sale Company phones, laptops and other gadgets and provide proper usage information to customers.
* Sale sim cards and attractively market our promotions and fabulous offers like international low call rates and data bundles.
* Achieved knowledge of proper documentation track of items being sold.
* Creating awareness by distributing brochures and fliers of the different products that are available.
* Provide our customers with knowledge on the proper usage of the products that they may have little knowledge about.
* Build customer loyalty by making follow-up calls.

**New Vision Media Publishing and Advertising Company Uganda.**

**Designation: Communications’ Assistant**.

**2013 January - December 2015.**

Attending meetings and workshops organized by management and then writing reports.

Coordinate office activities, manage information and facilitate internal operations.

Supporting sales initiatives, fundraising efforts and media coverage.

Creating awareness for the news to the public so as to increase our sales.

Minutes recording during the meetings in order to have an organized agenda .

Reviewing the press on a regular basis for any education related stories thus improved my reading culture.

Contribute relevant information to be included on our Web site.

Increased our sales by 30% by writing new articles and being up to date with current affairs.

Learnt, to coordinate and maintain an effective social media presence for news paper through blogs, Update the face book account, Twitter and other means as appropriate.

Made my supervisor’s work easy by designing and implementing comprehensive communication strategies for the annual reports.

I attained good links with the media, supported press conferences/ radio and Television talk shows and other engagements with the media.

**Company:** **Fashion Wear Company**

**Kampala - Uganda.**

**Designation**: **Marketing and Sales Agent**.

**June – December** 2012

Acquired knowledge of creating awareness of our products through social media platforms, radios and television.

Improved my designing skills by dressing models during events and promotions with the clothes, shoes, bracelets, bags and jewelry that we were having on sale thus creating awareness.

Answered calls and attending to customers’ requests.

I learnt how to talk on trade shows and workshops regarding our company and the fashion brands we offer.

Recommending designer labels to uncertain or unsure customers.

Provide information to clients regarding different promotional offers and discounts that are available.

I learnt how to deal with customers’ complaints professionally and in a timely manner.

**PRETORIA HOTEL**

**DESIGNATION: HOSTESS.**

**Kampala-Uganda January 2010 - May2012**

* Warmly welcoming customers and showing them to their seats.
* Acquired menu knowledge of international dishes and beverages.
* Appropriately suggested additional items to customers to increase restaurant sales.
* Checking the mini bar and ensuring all the items are refilled.
* Checking expires and correct posting of mini bar items.
* Answering questions about menu selections and made recommendations when requested and making customers happy.
* Checking on guests to ensure satisfaction with each food course and beverages.
* Accurately recorded orders and partnered with team members to serve food and beverages on time.
* Efficiently used items in stock to decrease waste thus cost control.
* Working different shifts, demonstrating responsibility and proven confidence of supervisors.

**QUALIFICATIONS**

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| --- | --- | --- |
| **YEAR** | **INSTITUTION**  | **QUALIFICATION** |
| 2013-2014 | YMCA Comprehensive Institute  | Diploma in Business Administration  |
|  |  |  |
| 2010-2011 | St Mark Senior Secondary school | Uganda Advanced Certificate of Education (U.A.C.E). |
| 2006-2009 | Buloba High school | Uganda Certificate of Education (U.C.E) |
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***LANGUAGES***

* Fluent in English.

**HOBBIES:** Research, Reading novels and articles, swimming, travelling.

***REFEREES: Available upon request***