**NAME: BELINDA**

**NATIONALITY: UGANDAN**

**SEX: FEMALE**

**E-MAIL:** **Belinda.370105@2freemail.com**

**CUSTOMER SERVICE EXECUTIVE PROFILE OUTILINE: -**

Extreme Customer Service Professional with more than five years experience in providing quality Customer Services, I am flexible and able to Multi Task, my key strengths include strong analytical and numerical skills, Proven customer support experience, positive communication, interpersonal skills and excellent customer relations management, I enjoy working in a team and helping others to progress. At the same time, I work well independently.

**EDUCATION & QUALIFICATIONS**

* UAE driving license
* Diploma in Hotel Management and Guest relation
* Cisco Certified Network Associate
* Certificate Computer Science
* Senior Secondary Certificate Examination

**PROFESSIONAL TRAINING/QUALIFICATIONS**

* Safety and security related certifications
* First Aid Certification
* Fire Marshal Certifcation
* Private security business department (PSBD)
* UAE driving license

**IT RELATED CERTIFICATIONS**

* Linux Operating System
* Oracle Database SQL Certified Expert
* Oracle Database 10g Administrator Certified Association
* Deploying and Maintaining Windows Vista Operating System and 2007 Microsoft Office System Desktop

**KEY SKILLS AND COMPETENCIES**

* Confident and articulate when communicating with customers
* A deep understanding of food hygiene and health and safety issues
* Strong customer-facing skills
* Ability to present and persuade in an articulate fashion
* Knowledge of food, drink and retail development/ implementation
* Having a detailed knowledge & understanding of cocktails, wines and champagnes

**EMPLOYMENT HISTORY**

**TRANSGUARD LLC (FREEZONE).** **JUN 2015- TO DATE**

**CALL CENTER REPRESENTATIVE**

* Answer phones and respond to customer requests.
* Sell product and place customer orders in computer system.
* Provide customers with product and service information.
* Upsell products and services.
* Transfer customer calls to appropriate staff.
* Identify, research, and resolve customer issues using the computer system.
* Follow-up on customer inquires not immediately resolved.
* Complete call logs and reports.
* Research billing issues.
* Research misapplied payments.
* Recognize, document and alert the supervisor of trends in customer calls.
* Recommend process improvements.
* Other duties as assigned.

**MOBILE TELECOMMUNICATIONS NETWORK {MTN UGANDA}**

**CUSTOMER SERVICE ASSOCIATE**

* Attracting potential customers by answering product and service questions; suggesting information about other products and services.
* Opening customer accounts by recording account information.
* Resolving product and service problems clarifying the customer's complaint and determining the cause of the problem;
* Managing large amounts of incoming calls and following up to ensure resolution.
* creating sustainable relationships and trust with customer accounts through open and interactive communication
* Meet personal/customer service team sales targets and call handling quotas
* Handling customer complaints, with appropriate solutions and alternatives within time limits
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**PACIFIC HOTEL KAMPALA, UGANDA**

**ASSISTANT BAR MANAGER**

* Inspiring bar staff to deliver prompt, friendly and efficient service at all times.
* Providing day-to-day support to the Retail Area Managers.
* Daily Stock Control and full weekly audit.
* HR responsibilities including recruitment, training and development of staff.
* Organizing daily Rota Responsible for management of brand standards, stock rotation & cashing up.
* Analyzing data and drawing conclusions for the business.
* Daily and weekly reconciliation of sales/ end of week/ payroll. In-depth understand of measurements and weights of drink levels.
* Managing a team of 12 permanent and also casual bar staff & supervisors.
* Working with the Hospitality Manager in coordinating & planning for big events.
* Re-evaluating the beverage & wine list offered, highlighting trends & new products to managers.

**COMPUTER SKILLS**

* knowledge of Offshore/Onshore Construction Safety Management System
* Primavera (version 6) •Linux Operating System •Microsoft Office & Ms Project
* Excellent knowledge of General Microsoft Office applications (Excel, Word and PowerPoint).
* Basic knowledge of Microsoft Office Project
* Excellent numeric skills demonstrated in working to high precision.

**INTEREST & EXTRACURRICULAR ACTIVITIES**



**Sports:** I enjoy playing tennis and swimming as it provides an avenue to improve my sportsmanship and teamwork.



**HOBBIES:** Teaching/Mentoring, Counselling, Handling technical works and Swimming.

**REFERENCES:**

**Upon Request**