**CURRICULUM   VITAE**



**NELSON**

Email ID    : [nelson.381510@2freemail.com](mailto:nelson.381510@2freemail.com)

**Position applied for**

**Customer Service Agent**

**Personal Profile:**

Date of Birth : 23/March/1994

Nationality : Ugandan

Languages Known : English, Basic Arabic

Visit Status : Visit visa

**Career Objective:**

To put the skills I have acquired in to practical application by combing my interests in management and to serve with diligence and experience with intention to create a positive significant impact on work and nation at large.

**Work Experience**

**Nov 2015 till Dec 2017**

*Company Grand Mall (Doha- Qatar)*

*Designation Customer service / Help Desk*

**Job Responsibilities**

* Contribute to team effort by accomplishing related results as needed
* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate information by using the right methods/tools
* Follow communication procedures, guidelines and policies
* Go the extra mile to engage customers
* Resolve customer complaints via phone, email, mail or social media
* Meet personal/team sales targets and call handling quotas
* Greet customers warmly and ascertain problem or reason for calling
* Assist with placement of orders, refunds, or exchanges
* Advise on company information.

**August 2014 to August 2015**

*Company Kampala City Council Authority (KCCA) Uganda*

*Designation Help Desk Executive*

**Job Responsibilities**

* Utilize computer technology to handle high call volumes
* Work with customer service manager to ensure proper customer service is being delivered
* Made reports and analytical records for the company
* Close out or open call records
* Compile reports on overall customer satisfaction
* Handle changes in policies or renewals
* Resolve customer complaints on email, mail or social media

**Feb 2014 to Jun 2014**

*Company Cybor events Studio*

*Designation Photographer and Photo Editor*

**Job Responsibilities**

* Editing photos for the magazine.
* Typing and designing magazine pages
* Editing photos and videos
* Marketing
* Graphic designer
* Receiving contracts
* Photo book making and Photo Framing

**May 2013 to Dec 2013**

*Company - Entebbe Handling Services*

*Designation - Airport Passenger Service Agent*

**Job Responsibilities**

* Getting passengers through check points and to terminals quickly and safely
* Completing pre-boarding checking procedures before passengers and flight board planes
* Managed log of unclaimed baggage
* Coordinated timely delivery of baggage with ground handlers
* Comfortable with lifting moderately heavy suitcases and packages
* Deterring of all unlawful acts of interferences on both the facility users and facility; and other tasks as required by the supervisor.

**Academic and Technical Qualifications:**

* Fire Fighting Awareness (Qatar-Doha)
* Bachelor of Business Administration
* Certificate in Photography
* High School Certificate (UACE)
* High School Certificate (UCE)

**Other skills:**

* Reading & writing
* Geographical skills
* Interpersonal communication and having knowledge on MS Word, MS Excel, MS Access, MS PowerPoint, and Internet aided research.
* Teamwork
* Customer service orientation
* Respect for diversity

**References are available on request**