

**JANE** 

DUBAI UAE

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A**PPLYING FOR CALL CENTER/CUSTOMER CARE/SALES**



Dear HR, am passionate, obedient, presentable with excellent customer service skills, both written and verbal with the ability to provide an effective reception and switchboard service adhering to the company policies, rules and regulations capable working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner. Able to receive ,phone calls,e-mails,fax and ready to be an integral member of an administrative and clerical team, and can follow instructions and also have a willingness to learn. Currently looking for a position in your company to express my talent of driving in customers all over the world.



Nationality : Ugandan

Gender : Female

Language : English

Visa status : Visit Visa

 ACTIVITIES AND EXPERIENCE

2015-2017 sales executive Mondrial tours and travel UAE

 2009-2015 MAKERERE UNIVERSITY DREAM WORLD Uganda ,5years experience as administrative office customer care executive.for example, handling telephone manners and customer issues confidentiality.

Experienced in collecting documents in a professional and organized manner.

Experienced as an office lady with passionate techniques and professional to deliver extra levels of customers.

I have the experience in monitoring workers and make sure they perform well assigned duties.

Experience in keeping company record and balancing books

2007 BUSINESS STUDENTS ASSOCIATION, Treasurer chair;Preparing event budget with a minimum total figure to facilitate accurate and timely financial report.

Coordinate fundraising activities and achieved increase in the event funding.

2006 VOLUNTEER LOANs OFFICER SACCO UGANDA,responsible for aasistng those willing to apply for aloan by documenting their records and informing them on the particular requirements and recording their security for aloan even going to the ground for more approval of their properties.

2005 Cashier dream world hostel top 10

RESPONSIBILITIES

* Welcoming and directing visitors, receiving incoming and out going calls as well as referring inquiries.
* Preparing payments orders and bills and handling attention processes when necessary.
* Credit note processing.
* Answering all incoming calls and re-routing them to relevant parties. 
* Issuing badgets and monitoring employees and department directories.
* Maintaining,Typing and documenting files/ records or statements of accounts.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* General administration duties, photocopying, filing records.
* Ensuring that all outstanding documents are properly updated ,field and documentation is in li e with ISO.
* Data entry onto internal systems. Reporting any problems to the office manager.
* Dealing with car park requests and hospitality requirements.
* Ensuring that books of accounts are kept well and balanced on a daily basis.
* Monitoring stationary stock and reordering when required.
* Operating a computer system and switchboard.
* Professional telephone manner and exceptional customer service skills.
* Excellent strong interpersonal written and communication approachable admirable skills to customers.
* Can offer a warm & friendly greeting to visitors.
* Time management, Smart, presentable appearance.
* Ensuring an efficient running and operation of the cashier Desk.
* Good organization and prioritization skills.
* Self-motivated, proactive & hardworking. Ability to listen and anticipate.
* Fully aware of all Health & safety legislation relating to office work.
* Experience of arranging month end invoicing on the SAGE System.
* Good IT skills Word, Excel, Email and Internet.
* Accept and adhere to the need for strict confidentiality.
* Control losses and maximizes company profits
* Compiling books of accounts and baking money.
* Invoicing and issuing receipts where necessary.

2010 Diploma in accountancy from Makerere institute of professional sp

2006 Certificate in Tally & Quick books from e-zone company training school

2010 Certificate in HIV/AIDS prevention strategies, counseling, monitoring and evaluation and research skills from Makerere university faculty of pharmacy (GHAIND and FHAI organization

2001 Advanced certificate of education from mityana secondary

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