CURRICULUM VITAE

CUSTOMER

SERVICE

*BIO-*DATA

First Name Namutebi Gender Female

*Date of Birth 24 /11/1986*

***CONTACT ADDRESS***

***Email :*** namutebi-394164@2freemail.com

***CAREER OBJECTIVES***

# I am hard working, self-motivated person who can work under minimum supervision .I possess interpersonal skills, team work oriented and can succeed through hardworking under stress, and Confidentiality and integrity are my guiding principles in achieving organizational objective.

***EDUCATION BACKGROUND***

***YEAR INSTITUTION AWARD***

*2003 -2007 LUBIRI SENIOR SECONDARY SCHOOL* ***Uganda Certificate of Education ( U.A.C.E ) 1993-199 Nakasero Primary School Uganda primary education***

***WORK EXPLIENCE.***

***UAE***

***As a team member/Cashier from 2014 up to 2016***

**FROM *2016 UPTO DATE IN KRISPY KREME AS A BARISTA / CUSTOMER SERVICE***

* Delivering the best aroma of coffee to our beautiful customers every time in service
* *Scan items and ensure pricing is correct.*
* *Greet customers and welcome them*
* *Take customers' orders.*
* *Deliver hot or food to customers.*
* *Take coupons and scan correctly.*
* *Dispense correct change.*
* *Take money in the form of cash, credit card*

***OTHER QUALIFICATIOND***

* *Reliable practical knowledge on Microsoft Office package [MS Word, Excel and Access]*
* *Ability to work with other staff members as a team player*
* *Ability to work with minimum supervision*
* *Internet Knowledge.*
* *Barista training from coffee planet*
* *Am aware of food safety*
* *Been monthly recognized as the employee of the month*
* *Recognized by the president of krispy kreme*

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***Worked as a sales person***

 ***DUTIES***

# Make sales calls to new and existing client

* Negotiate with client
* Prepare and present sales contracts
* Maintain sales activity records and prepare sales reports
* Respond to sales inquiries and concerns by phone, electronically or in person
* Ensure customer service satisfaction and good client relationships Follow up on sales activity
* Perform quality checks on product and service delivery
* Monitor and report on sales activities and follow up for management
* Carry out market research and surveys
* Participate in sales events
1. ***Worked as a customer service***

***Duties***

* + *Answering or referring inquiries by phone calls and emails*
	+ *Directs visitors by maintaining employee and department directories; giving instructions.*
	+ *Maintains security by following procedures; monitoring logbook; issuing visitor badges.*
	+ *Responding to customers complaints and walking customers through basic troubleshooting*
	+ *Selling products and service to clients and processing payments.*

***Key skills Attained***

1. *Good communication skills both oral and written in various languages like English and Arabic.*
2. *Very cooperative team player and a leader with excellent interpersonal skills.*
3. *Good research skills both desk and field research.*
4. *Ability to work independently and learn from others.*
5. *Good time management.*
6. *Ability to work under a challenging environment.*
7. *Ability to work with people of diverse backgrounds.*

***LANGUAGES***

|  |  |  |
| --- | --- | --- |
| ***LANGUAGE*** | ***SPOKEN*** | ***WRITTEN*** |
| *LUGANGA (native language)* | *GOOD* | *FLUENTLY* |
| *ENGLISH* | *EXCELLENT* | *FLUENTLY* |
| *ARABIC* | *FAIR* | *POOR* |

***HOBBIES***

־ Reading newspaper ,making new friends and watching documentaries

־ Inter-personal communication and relationship

***REFEREES***

I **Namutebi** hereby certify that to the best of my knowledge and belief, the information given above is correct.