

Name **Nusifa**

Email [nusifa.340712@2freemail.com](mailto:nusifa.340712@2freemail.com)

Location Dubai UAE

Nationality Ugandan

Sex Female

Date of birth 21/11/ 1991

Marital status Unmarried

Visa status Tourist visa

Language**s English**

A highly motivated, confident individual with multi-tasking capabilities and ability to work in a target driven, busy environment. I am able to communicate effectively with people from diverse backgrounds. I am also enthusiastic to learn, keen to find a challenging position within an ambitious employer where I will be able to increase my work experience & develop my abilities and skills.

**KEY SKILLS**

* Ability to work for longer hours
* Quick learner and can adapt quickly to all kinds of working environments
* Ability to work calmly and effective under pressure.
* Good and reasonable knowledge about telecommunications
* Capable of working in shifts.
* Able to commit at short notice to overtime during busy periods

**Customer support**

**PROFFESSIONAL BACKGROUND**

**Company: Group , India**

**Designation: Customer support**

**Period: 2014 – 2015**

**Roles & Responsibilities:**

* Handling customer’s queries via emails and inbound calls.
* In case of a negative/ neutral feedback received, contact the customers and kindly request them to reconsider the feedback.
* Phone the customer in case of any order cancellation due to no stock Or offer an alternate product.
* Contact the suppliers/manufacturers for any faulty products and return for a re-imbursement or exchange.
* File a claim with the postal service for damage or loss of a parcel.

**Company: Al Hayat Boutique Kampala, Uganda**

**Position: Sales Associate, 2011**

**Responsibilities**

* Welcoming and receiving Clients
* Attracting potential customers by answering product and service questions.
* Suggesting information about other products and services.
* Running the registers.
* Selling the company’s products and services
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint.
* Following resolutions after conflicts

**ACADEMIC QUALIFICATION**

* Victoria High School Uganda Advanced Certificate Of Education 2009-2010
* Ordinary schooling from St. Francis High Quality School, Uganda 2007-2008