**CURRICULUM VITAE:**

**PERSONAL INFORMATION**

Name: NICOLE

Phone: C/o 971505891826

E-mail: [Nicole.378551@2freemail.com](mailto:Nicole.378551@2freemail.com)

Address: Dubai -UAE

SEX Female

Marital status Single

Nationality Uganda

Language English

Visa status Visit visa

Profession summary:

* Proven experience, providing customer support in a busy call center environment. For public utility and insurance industry employers
* An unwavering commitment to customer service with the ability to build productive relationship, resolve complex issues and win customer reality.
* Strategic-relationship and partnership-building skills –listening attentively, solve problems creative and use tactic and diplomacy to achieve win-win out outcomes.

**Expreince:**

**Position Customer service:**

**Altum consultancy – Uganda.**

* Obtained a customer service position at my work place. Where i maximized my people oriented experience, communication skills and my problem analysis and problem solving abilities.
* Obtained a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.
* I joined a company that offered me a constructive workplace for communicating and interacting with customers and people.
* I exposed my customer service experience, positive interaction skills, where my 2 years’ experience helped to improve customer satisfaction.
* I obtained a customer service management position where I effectively utilized my expertise in customer relations and staff leadership.
* I secured a position that enabled me to use my strong communication, organizational skills and customer service background and my ability to work well with people.

**SALES EXECUTIVE**

**“Sales hunter” with a proven record of exceeding sales targets.**

Proactive, energetic sales professional offering hands-on experience in strategy planning and execution along with a profound ability to work towards set sales goals of the company. Known for creating sales techniques to enter into new markets. Key qualifications include:

• Over three years of experience as in the field of sales  
• Functional knowledge of developing new and potential accounts  
• Highly skilled in creating and implementing targeted sales goals  
• Thorough understanding of current market trends and consumer buyer behavior  
• Computer: MS Office Applications

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| **CORE COMPETENCIES:** |  |  |
| Account management | Needs recognition | Territory management |
| Client relationships | Prospecting | Cold calling |
| Researching | Product presentation | Prospects identification |
| Events handling | Fast learner | Sales materials development |
| Reports preparation | Negotiation | Communication |

**SELECTED ACCOMPLISHMENTS**  
• Increased the company’s sales by an escalating 52% by employing strategic sales programs based on positive interaction  
• Conducted workshops on managing and maintaining effective customer service skills in order to orchestrate increase in sales.

**SALES EXPERIENCE:**

**Sales Executive | Fresh Food - Uganda**

• Build customer pipelines for expected business  
• Solicit existing and new customers for business opportunities  
• Promote and sell the company products  
• Offer discounts and deals where appropriate  
• Promote the business by working closely with the marketing department  
• Liaison with suppliers  
• Create detail proposed quotations

**Sales Representative | Tuskys Supermarket**

• Presented and sold company products and services to present and potential clients  
• Attained sales goals and objectives through the key performance indicators (KPI’s)  
• Managed all administrative aspects of the role in a timely manner  
• Identified, focused and developed growth plans

**Education:**

High school diploma

**Reference :**

* Available upon request

**Declaration :**

* I certify that the above information is true and correct to the best of my knowledge and ability. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.

**NICOLE**