**EDGAR**

Email:**edgar.380865@2freemail.com**

**PERSONAL DATA.**

NATIONALITY: UGANDAN.

AVAILABILITY:  **IMMEDIATELY.**

LANGUAGE: ENGLISH.

MARITAL STATUS: MARRIED.

VISA STATUS: **VISIT.**

**CAREER OBJECTIVE.**

 To succeed in an environment of growth and excellence, earn a career which provides progress and help me achieve both personal and organizational goals and objectives.

**WORKING EXPERIENCE:**

**CUSTOMER SERVICE OFFICER**

**Uganda Telecommunications Company Limited (UTL)**

**Key Responsibilities;**

* Opening and maintaining customer accounts by recording account information.
* Recommending potential products or services to clients and management.
* Preparing product or service reports by collecting and analyzing customer information
* Managing large amounts of incoming calls, emails, mails and social media on Customer inquiries on products and services.
* Identifying and assess customers’ needs to achieve satisfaction
* Building sustainable relationships of trust through open and interactive communication
* Meet personal/team sales targets and call handling quotas
* Handling complaints, providing appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Resolving customer complaints via phone, email, mail or social media
* Working with customer service manager to ensure proper customer service is being delivered

Handling changes in policies or renewals

**Senior Accounts Assistant.**

**MBARARA MUNICIPAL COUNCIL- UGANDA**

**Key responsibilities**

* Data capture from different departments, analysis and reporting.
* Receiving and receipting supplies and revenue collections,
* Filing of both receipts and payment vouchers respectively for purposes of accountability,
* Posting books of accounts such as cashbooks, ledgers and abstracts,
* Reconciliation of books of accounts with bank records to harmonize cash flows,
* Preparing of periodic financial statements such as cash flow statement balance sheet and statement of revenue and expenditure for purposes of decision making,
* Preparing of final accounts to reflect the overall performance of the institution at the end of the financial year.

 **Key skills acquired.**

* Customer Service
* Product Knowledge/ Market Knowledge
* Documentation Skills
* Phone/ Listening Skills
* Multitask
* Negotiation/ Problem Solving
* Positive Attitude
* Analysis
* Adaptability
* Ability to achieve targets
* Computer Skills

**EDUCATION BACKGROUND**

Bachelor’s degree in Business Administration (**BBA**)

Uganda Diploma in Business Studies (**UDBS**)

Uganda Advanced Certificate in Education (**UACE)**