***CURRICU******LUM VITAE***

HAJARAH

Email: hajarah.383786@2freemail.com

Dubai- Deira.

**APPLYING FOR : CUSTOMER SERVICES**

CAREER OBJECTIVE

**Seeking challenging opportunity with a company that utilizes exceptional verbal and written communication skills via face to face and phone interactions.**

Self-motivated and organized with ability to multi-task while dealing with diverse demands, i am seeking an opportunity to join a company that understands that the reception position is key to the company's operational image.

KEY SKILLS

* Customer care skills
* Adaptabilityskills
* Multitaskingskills
* Leadership and teamwork skills
* Problem-solving and collaboration
* Time management
* Prioritizing

Basic Computer Skills

**EDUCATIONAL BACKGROUND**

Uganda certificate Of Education

Uganda Advanced Certificate Of Education

Bachelors Degree in Community Psychology

WORKING EXPERIENCE

COMPANY: SPEAK HOTEL IN UGANDA
POSSITION: RECEPTIONIST

DURATION: 2 1/2 YEARS2014-2016

**DUTIES AND RESPONSIBILITIES OF RECEPTIONIS**

* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints,
* provide appropriate solutions and alternatives within the time limits
* follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers
* Performing a variety of clerical tasks.
* Maintain good housekeeping and hygiene
* Respond to customers’ requests and concerns in a resourceful manner
* Greats all customers and ascertaining what each customer wants or needs.
* Maintain knowledge of current sales and promotions policies regarding payment and exchanges.
* Provide customers with product information that they need

STRENGTH

* Ability to work in a team to accomplish a common goal
* Can accomplish multiple task and mission timely under minimum supervision
* Self-motivated and committed to meet deadlines of work
* High level of versatility and adaptability
* Ability to work in a team to accomplish a common goal.

PERSONAL DATA

 **Nationality :Ugandan**

**Gender: Female**

**Civil Status :Single**

**Date of Birth :14th/ 09/1993**

**Visa Status :Visit visa**

LANGUAGES

* English Written and Spoken

DECLARATION

I Hajarah,I declare that the information presented above is strictly binding on to me.