**CHRISTOPHER**

**ABU HAIL-DUBAI-UAE**

**MARITAL STATUS: SINGLE**

**NATIONALITY : UGANDAN**

**LANGUAGE : ENGLISH**

**GENDER : MALE**

**EMAIL :** [**Christopher-393126@2freemail.com**](mailto:Christopher-393126@2freemail.com)

**POST APPLIED FOR;CALL CENTER**

**OBJECTIVE**

Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

**key Skills:-**

* Problem Analysis
* Problem Solving
* Organizational Skills
* Customer Service Orientation
* Adaptability
* Initiative
* Strong Interpersonal-Communication skills
* Knowledge about customer service applications and administrative procedures.
* Languages – Fluent in English
* Relevant customer service courses
* Good communication and articulation skills.
* Good leadership and management abilities.
* Excellent in public relations.
* Superior negotiation and marketing skills.
* Competent in critical & strategic thinking, situational analysis and decision making.
* Can work in teams and score results in time.
* Self-motivated and self-starting.
* I can work under pressure.
* Ability to develop strategies.
* Dynamic and ready to learn from the best.
* Dedicated, hardworking, versatile and committed to success.
* **AREAS OF KEY COMPETENCIES**
* Communication skills. Guiding people in communication competencies including business, leadership and organizational communication skills.
* Leadership skills and competencies. Including organizational, political and social leadership. Decision making, conflict resolution, steering emotional competencies and generally creating visions and aspects involved in their articulation. Making organizations succeed through inspiration of subordinates.
* OTHER COMPETENCIES
* General Management, Organizational Behavior, Business Economic Environment, Interpersonal Skills, Business Ethics.

**educational qualification**

* Academic : Bachelor of Business Administration
* High school : Uganda advanced certificate of education
* Secondary :Uganda certificate of education

**work experience**

***As a call center agent/customer care service***

*Duties and responsibilities*

*Call customers in regards to payment inquiries and account inquiries*

*Carry out add-on selling and cross-selling of client products*

*Handle customer inquiries telephonically*

*Manage and resolve customer complaints*

*Enter new customer information into the system*

*Identify and escalate priority issues*

*Document all call information according to standard operating procedures*

*Complete call logs/update CRM tool.*

***As a call center agent/customer care representative***

***Duties and responsibilities***

Work with inbound and/or outbound phone calls, email, social media and other forms of communication to address the needs of our clients’ customers.

Help facilitate, analyze and resolve (i.e., troubleshoot) customer issues.

Provide product support.

Investigate and follow up on questions/issues to resolve concerns in an accurate and timely manner.

**Entebbe international Airport**

**Responsibilities;**

* Tagging passenger bags.
* Resolving passenger problems and complaints.
* Helping passengers with flight information.
* Helping passengers with seating arrangements.
* Sorting bags to correct destination and the same freight.
* Worked as a **Date Entry** in Uganda for the period of 1 year and 02 months
* Transcribe, review, and interpret all lease data before entry into the database.
* Ensure that all data is entered quickly and accurately.
* Review all documents that come in for their accuracy.
* Update and correct all and any inaccuracies in the database.
* Be able to type 50+ wpm with at least 95% accuracy.
* Worked as a **CUSTOMER CARE REPRESENTATIVE**

**Responsibilities**

Approaching customers and helping them with their needs.

Assisting in sales that is to say selling company products and informing the customers of the new arrivals.

Operating or describing in detail how it works and how beneficial it is to a customer.

Assisting customers with their inquiries.

Putting up posters and promotional materials for sales and the new products available in the store.

Maintaining the cleanness of the retail shop at all times.

Dealing politely with the customer complaints and resolving them.

Constantly updating replenishing sales display areas.

Handling cash payments and banking procedures.