**CUSTOMER**​ **SERVICE REPRESENTATIVE**



**JACKIE**



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| Position: **CUSTOMER​** | | **SERVICE REPRESENTATIVE** | | | Noticed period**:​** **Immediately** |
| Experience: **​SIX (6) YEARS IN UNITED ARAB EMIRATE (DUBAI)** | | | | | |
| VISA STATUS**:​** **RESIDENT VISA** | | |  |  |  |
| ​E-mail add: [**Jackie-393894@2freemail.com**](mailto:Jackie-393894@2freemail.com) | | |  | |  |
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Educational Qualification: ​**DIPLOMA IN BUSINESS ADMINSTRATION + DIPLOMA IN** **ACCOUNTING + CTH/ VIRGIN ATLANTIC TICKETING, EARTH & SABRE**

**Key Skills**​: Strong Analytical, problem solving & Organizational skills, Team work & Excellent powerof Persuasion, excellent Demonstration & Skills in customers relations with Good Communication, interpersonal & Report writing skills, Patient & assertive with excellent Negotiation. Excellent computer knowledge such as Microsoft office. etc.

**Summary of C**​**areer**

* Achievement driven customers service specialist with 6+ years’ progressively responsible experience.
* Handle customer inquiries, complaints, billing questions and payment extension/services requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
* Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
* An unwavering commitment to customer service, with ability to build productive relationships, resolve complex issues and win customer loyalty.
* Constantly aware of customer needs in order to ensure a safe & secure shopping environment.
* Excellent communication , problem solving and time management skills, together with exceptional cash handling experience.

**EXPERIENCE**

**A.NAME OF COMPANY:** Food company in **​**Dubai

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**POSITION: GUEST RELATIONS OFFICER (2014 TILL DATE)**

**RESPONSIBILITIES**

* + Provide professional warm customer focused service to guests of which 75% of customer I served compliments my services to them through management.
  + Succeeded in delivering all the relevant information to the customer related to their dinning and any other information pertaining to other varieties of delicious meals which made me outstanding among my colleagues.
  + Creating warmed and friendly atmosphere for customer to feel at home to dinned or take away products. This makes my manager by appointing me to introduce/present always all restaurant products to customers creating more patronage and sales.
  + Informed and advised customers on the available services and offers assistance to customers to ensure excellent and professional services, contributing 20% organization growth.
  + Prepare customer information sheet and answer any query from customer if any. This reduced errors and save company over $1000 per month.
  + Actively organizing and helping customers using knowledge, skills and personality, hence making me to stand-out as such appointed as the new staff trainer on customer services making company to save over $20,000 for training new staffs.
  + Organizing company’s events and function especially during festivities, tournaments and business unit events.
  + Provides the highest level of customer service to all customers by informing, coordinating, assisting at all times by ensuring compliance with company rules and requirements.

1. **NAME OF COMPANY: Retailer for Laboratory Equipment in Uganda**

**POSITION: ADMINSTRATIVE OFFICER (2011-2013)**

**Responsibilities.**

* Provided appropriate logistics and co-ordination for supply and delivery of services.
* Provided exceptional support to top management and colleagues hence increased the overall efficiency by 30%.
* Take minutes of all meeting and correspondence and accurately informed to customers and colleagues by messages and placing on notice board, hence receiving commendation from all customers.
* Coordinated exhibitions and events to capture and attract the attention of prospective customer which eventually increased customer base to 40%.
* Provided backup support to other departments, which was admired by the top management and workers.

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* Accelerated the appointment system by incorporating an interactive calendar resulting in hassle-free appointment logging.
* Trained more than 15 newly staffs on delivery and supplies of materials to customers.

**EDUCATION;**

* **Makerere business school** ​**2009-2010**

**Diploma in Business Administration**

* **Makerere Business school** ​**2009-2010 Diploma in Accounting**
* **CTH/Virgin Atlantic Level 2 Fares and Ticketing with Virgin Atlantic Earth and sabre 2016**

**COMPUTER SKILLS**

* **Microsoft office ( word, Excel, Project, Outlook ), Sabre Oracle…level 1** ​**Mamut system level 1**

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| **PERSONAL DETAILS** | |  |
| **DATE OF BIRTH** | **:** | **AUGUST 10, 1987** |
| **GENDER** | **:** | **FEMALE** |
| **NATIONALITY** | **:** | **UGANDIAN** |
| **LANGUAGES** | **:** | **ENGLISH** |