

**NAME: SSERWANO BENJAMIN KYAZZE**

**GENDER: MALE**

**LOCATION: DUBAI, UAE**

**MARITAL STATUS: SINGLE**

**MOBILE: +971526443370**

**NATIONALITY: UGANDAN**

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**PERSONAL SUMMARY**

A motivated, resilient and compellingly persuasive individual interested in working with a team of a company in the **customer service** department. Having a professional appearance and a respectful, business-like manner, I am a service oriented professional who is very confident when handling inquiries, complaints and communications. A team player who is able to work in timely demands and effectively manage multiple workloads to achieve great customer satisfaction and for the growth of the company.

**WORK EXPERIENCE**

 **Oasis Water Company NFPC. Dubai, UAE [2017]**

 **SALES AND MARKETING DEPARTMENT AS A SALESPERSON**

* **Salesman of the month Oct ,Nov, Dec certificates**


DUTIES AND RESPONSIBILITIES

* Day to day customer sales services
* Promoting of new company products to customers
* Looking for new customers and possible clients
* Offering assistance and guidance on how a product works
* Helping customers make selection by offering suggestions and opinions
* Email and calling customers
* Billing, invoicing, cash collection and receipt sorting for settlement.
* Stock balancing and reporting

**Mtunda Development Company, Uganda [2013-2016]**

**CUSTOMER SERVICE DEPARTMENT AS A CUSTOMER SERVICE AGENT**

* **Employee of the year 2016 certificate**



DUTIES AND RESPONSIBILITIES

* One on one, day to day customer sales services
* Managing customer data and records using computer software programmers
* Call and email handling from customers
* Billing, receipt and cash collection from customers
* Processing orders, forms, applications and requests for information
* Promoting, Explaining, teaching, guiding customers about a product or new product
* Reporting, submitting of proposals and customer complaints to the supervisor
* Welcoming and sitting or lining of guests
* Helping customers in making selections when confused or illiterate

**WAFI. Kampala, Uganda (2013-2015)**

**CUSTOMER SERVICE DEPARTMENT AS A CALL CENTER AGENT**

* **best employee of the year certificate 2014**



**Responsibilities and Work Done**

* email and phone handling plus social media monitoring
* Obtaining client information by answering telephone calls; interviewing clients; verifying information.
* Determine eligibility by comparing client information to requirements.
* Establishing policies by entering client information; confirming pricing.
* Informing clients by explaining procedures; answering questions; providing information.
* Maintaining communication equipment by reporting problems.
* Maintaining and improves quality results by adhering to standards and guidelines; recommending improved procedures.
* Updates job knowledge by studying new product descriptions; participating in educational opportunities.
* Accomplishes sales and organization mission by completing related results as needed.

**SKILLS ATTAINED**

* Communication skills training
* Legal knowledge training
* Customer service training
* Computer knowledge and e-commerce
* Ability to communicate with a wide range of customers
* Multi-tasking of work activities
* Tactfully handling of complaints by customers
* Sales and marketing knowledge and techniques
* Fully aware of importance of data security and customer information legislations
* Listening, Interpret customer feedback, and resolving problems

**LANGUAGE SKILLS**

* **ENGLISH -** Fluent
* **KISWAHILI-**Fluent
* **LUGANDA-**Fluent

**EDUCATION**

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| **YEAR** | **INSTITUTION** | **QUALIFICATION** |
| 2017 | KYAMBOGO UNIVERSITY | DEGREE IN BACHELOR OF SCIENCE IN ACCOUNTING AND FINANCE |
| 2013 | MENGO SENIOR SECONDARY SCHOOL |  A LEVEL {U.A.C.E} |
| 2011 | KANJUKI SECONDARY SCHOOL |  O LEVEL {U.C.E} |
| 2007 | NAMUTEBI NKATA PRIMARY SCHOOL |  PRIMARY {P.L.E} |

**References and Education Certificates available on request.**