



## WALUSIMBI LILIAN

Abu Dhabi-UAE Visa Status: Visit Visa  
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### Objective

To ensure a position in a reputable organization, to expand my learning, knowledge and skills while making a significant contribution to the success of the organization.

### Experience

- **Airtel Uganda** 2019 - 2020  
Customer Service Representative
  - Making calls to clients to address their needs, complaints and other issues with the service or product.
  - Building lasting relationships with clients and team members based on trust and reliability.
  - Make sales or recommendations for products or services that suit client needs.
  - Successfully built a sustainable relationship with customers going extra mile in all conversations.
  - Increased company sales by correctly defining customer needs and selling to them to appropriate product or service.
- **Infinix Uganda** 2016 - 2018  
Sales Executive
  - Greeting and directing customers.
  - Answering customers' questions of specific products.
  - Providing customer feedback to the manager.
  - Managing return of the goods.
  - Informing customers about discounts and special offers.
- **Tisha Collection Uganda** 2015 - 2016  
Sales Associate
  - Warmly receiving customers as per the customer first strategy in accordance to the company's Standard.
  - Handling incoming calls and other communications per the company standard.
  - Patiently supervising products knowledge and promotional stuff.
  - Upholding an orderly and sanitary appearance of the sales floor.
  - Strategizing remarkable ways to address and give solutions to issues that arises for a smooth operation.
  - Receiving, pricing, merchandizing and replenishing stock

### Education

- High School Level

### Skills

- Hardworking and self-motivated with good communication skills and a high sense of courtesy.
- Result oriented, a good team player and able to work. Under minimum supervision.
- Fast learner and always open to receiving new ideas on professional development from my colleagues.

### Interests

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- Listening to music • Reading • Surfing the internet to learn new things

### Reference

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- Available to be Provided when needed - ""
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