CURRICULUM VITAE

POSITION: SENOR SALES ASSOCIATES / CUSTOMER SERVICE ASSOCIATE

 **PERSONAL DETAILS**



 NAME NALUBEGA FARIDAH

 RESIDENTIAL ADDRESS DUBAI

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 NATIONALITY UGANDAN

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 SEX FEMALE

PERSONAL SUMMARY

I am looking forward to working in a competitive and prosperous environment. I am versatile by nature with an inclination to learn new things and ability to grasp things with a little orientation. I have above 8 years of work experience in UAE as well as overseas.

## Customer service Expo. 2020

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**RESPONSIBILITIES:**

* Actively greeting customers and maintaining a level of conversation during their visit.
* Taking account of incoming and outgoing of goods in the stores departments.
* Monitoring stock card every day of the stock goods from stores and physically checking of all received goods from delivery note of the respective request for the accuracy of orders.
* Records customer inquiries by documenting inquiry and response in customers’ accounts.
* Prepares for customer inquiries by studying products, services, and customer service processes.
* Handling customer complaints in a calm manor.

**KEY SKILLS:**

* Top customer service skills
* Ability to effectively deal with conflict
* Excellent multitasking ability
* Strong listening and communication abilities

**LANGUAGES**.

**English (excellent both spoken and written)**

**EDUCATION:**

* High School certificate.

**REFERENCE**

Can be provided upon request