

NAKIBUUKA CAROLYNE

Nationality : Ugandan
Visa status : residence visa
Contact : +971588185741
Email : Nakibuukacarolyne@yahoo.com



PERSONAL OBJECTIVES

Am seeking for a challenging service position in any facility that has Customer service as an aspect in the industry. I have been in various service positions right from customer service officer, hostess, in sounding hospitality sectors like cinemas and hotels that provide strict customer satisfaction.

WORKING EXPERIENCE

CUSTOMER SERVICE AGENT UNILABS MIDDLE EAST DUBAI 2021 JAN TODATE RESPONSIBILITIES

Serves as the primary resource for the DPLM Customer Service Center responding to questions regarding test menu requirements. Responds to requests for test results, testing requirements, and add-on testing.

Assists clients such as clinics, private physicians, and other laboratories with problems related to service.

Identifies, notifies, and documents critical values.

Troubleshoots and assists with specimen irregularities. .

Communicates with members of the health care system transmitting information in order to provide optimal care and service to patients.

Monitors problems, complaints and requests and makes recommendations for process improvement or change.

Follows through on issues and directs to appropriate laboratory if necessary.

Maintains communication with the laboratories to ensure knowledge base is current.

Logs and faxes result according to established department policies.

Trains customers/clients on specimen collection, lab inquiry, service updates and other procedures in place in the laboratories.

Actively supports the hospitals and the departments Quality Improvement, Service Excellence and Service Recovery goals through modeling of the Service Principles, by maintaining a work environment conducive to attaining these goals.

MAJID ALFUTTAIM COMPANY 2018 to 2020 CUSTOMER SERVICE OFFICER RESPONSIBILITIES

- Welcoming customers and guests with pleasant smile.
- Providing the highest level of customer service to guests as well as interacting with them in a professional and respectful manner.

- Taking customer orders, receiving payments and provide receipts as required and ensure proper cash handling etiquettes
- Answering inbound and outbound calls from customers professionally as well as responding to customer queries and complaints immediately.
- Ensuring a memorable experience for customers throughout their stay at the premises through making customer connections
- Identifying, escalating priority issues and reporting to the high-level management.
- Processing forms orders and applications requested by customers through elevating all data required to handle customer complaints.
- Researching required information using the available resources to handle different tasks.
- Educating customers about daily events or movies and promotions to be premiered so as to create awareness.
- Maintaining proper grooming standards at all times through excellent presentation. (Standard operating procedures)
- Creating memorable moments for guests and always welcome them back.
- practicing both suggestive and up-selling of some products to customers so as to create sales and awareness to customers.

TRYP BY WNDHAM HOTEL DUBAI
HOSTESS 2015-2018
RESPONSIBILITIES

- Welcoming and greeting guests into the hotel restaurant with a pleasant smile immediately at the entrance
- Escorting guests to their tables and provide them with the menu
- Establishing eye contact when speaking with guests as well as smiling.
- Educating guest about the menu and daily specialties while making their orders
- Approaching the tables within 1 minute and greet the guest in a pleasant and professional manner.
- Making eye contact with guests and let them know with subtlety that you will be with them.
- Receiving both internal and external calls from guests
- Making any reservations for guests upon request
- Welcoming guests back into the hotel

AZADEA GROUP OF COMPANY
SALES ASSISTANT 2012-2014
RESPONSIBILITIES

- Greeting customers who enter the shop
- Be involved in stock control and management and report discrepancies
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with merchandise
- Answering queries and complaints from customers professionally
- Giving advice and guidance on product selection to customers.

- Balancing cash registers with receipts as well as handling customer refunds
- Keeping the store tidy and clean, this includes hovering and mopping.
- Working within established guidelines, particularly with brands.
- Attaching price tags to merchandise on the shop floor.
- Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc
- Receiving and storing the delivery of large amounts of stock
- Keeping up to date with special promotions and putting up displays.

EDUCATION BACKGROUND

- Bachelors Degree in Arts with Social Sciences (Kyambogo university)
- certificate in health and safety management (Majid AL Futtaim company)

skills

- Excellent customer service skills and communication skills
- Interpersonal skills, Attitude management and guest relations skills
- Effective time management and Multi-tasking and team wo