



LAIRA NAMAYANJA

CUSTOMER SERVICE

OBJECTIVE

Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team .

EDUCATION

Islamic University in Uganda

Bachelor's Degree in Development Studies

Crested high school

High school certificate of education

WORK EXPERIENCE

**I Engineering Uganda Limited- Network Operations Centre Officer
(Customer Service)**

From 2017 to 2021

Duties and responsibilities

- Contacting customers to discuss about the company's new services.
- Monitor and escalate network failures.
- Troubleshoot and close failures.
- Update clients with ongoing activities and changes.
- Informing customers about new charges.
- Handling customer complaints.
- Maintaining customer records by updating their account information.
- Recommending potential products and services to suit customer's needs.
- Responding to customers' calls accurately and effectively by explaining to them the situation and providing them with answers,
- Engaging in active listening to customers and make sure they calm down when angry.
- Built lasting relationships with customers and ensured they feel supported and valued.
- Adhering the company's policies and procedures.
- Providing recommendations for products.

PROFILE

Gender: Female

Marital Status: Single

Visa Status: Visit

Nationality: Uganda

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Email:

lairsulait@gmail.com

Address: United Arab
Emirates- Dubai

Language: English

HOBBIES

Performing art

Volunteering

Drama

Referees

Upon request

Eaton Towers Uganda Limited- Office Assistant/ Data entry
From 2014 to 2016

Duties and responsibilities

- Handling incoming calls and other communications.
- Managing filing systems and maintaining office equipment as needed.
- Recording and entering information in the system as needed.
- Greeting clients and visitors and help them.
- Updating paperwork, maintaining documents and word processing.
- Organizing, maintaining office common areas and supply inventory.
- Performing general office clerk duties and errands and coordinate events as necessary. Organize travel booking accommodations and reservations needs as required. Experience as a virtual assistant.
- Create, maintain and enter information into database.

SKILLS

- ❖ Data entry skills
- ❖ Typing Skills
- ❖ Customer care and service
- ❖ Team work and organizational skills
- ❖ Excellent communication skills
- ❖ Multi-tasking and flexibility
- ❖ Advanced spreadsheet skills
- ❖ Computer skills.
- ❖ Basic mathematics
- ❖ Cashiering skills
- ❖ Problem solving
- ❖ Time management
- ❖ Team work
- ❖ Patience and attentiveness