

# MOSES OGEMA

## CALL CENTER AGENT

### CONTACT

gamemose94@gmail.com  
0545694270  
Male, 26yrs  
Ugandan  
<https://www.linkedin.com/in/moses-ogema-6273591a1>

### EDUCATION

#### Bachelors degree Procurement and Logistics Management

Nkumba University Uganda  
08/2013 - 11/2017

#### Uganda Advanced Certificate of Education

Rock High School  
01/2011 - 11/2012

#### Customer Service Foundations

LinkedIn Learning, Oct 2020

### SKILLS

Salesforce CRM Software  
Verbal Communication in English  
Upselling  
Key Accounts Management  
Customer Retention  
Outbound and Inbound calls  
Interpersonal skills.  
Problem solving skills  
Rapport Building

### INTERESTS

- Love books, Just read Selfish Gene by Richard Dawkins and currently reading Principles by Ray Dalio.
- Love Sports, Football and Snooker.

### REFERENCES

Moro Brian Roy  
Country Fleet Manager  
Jumia Uganda  
brian.moro@jumia.com  
+256703566529

### CALL CENTER AGENT SUMMARY

- A professional and personable Call Center Agent with 3 years experience in handling inbound and outbound calls in e-commerce retail and assist customers with a well informed selection of products and services over the phone.
- Moses demonstrates exceptional communication and robust relationship building skills, encourages team collaboration in order to achieve outstanding levels of customer satisfaction. Customer focused and experienced in administration and call center operations with a commitment to provide first class customer service experience with prompt resolution of any customer queries and issues.

### WORK HISTORY

#### RETAIL STORES ASSOCIATE

Transguard Group Llc / 10/2019-Present

- Advising shoppers and helping customers with selection of goods.
- Handle cash and credit card payments using POS terminals.
- Perform key in store product campaigns and operations.
- Provide outstanding customer service experience and receive customer feedback on quality of service to seek improvements.

#### CALL CENTER AND DISPATCH AGENT

JUMIA FOOD UGANDA / 02/2017-06/2019

##### OUTLINE.

Worked in an e-commerce retail Call Center comprising of 36 team members as part of a wider busy and efficient Call Center to provide frontline support to valued customers while reporting to the Supervisor.

##### KEY AREAS OF FOCUS

- Answered approximately 200 customer calls daily in a friendly, professional and courteous manner.
- Discussed billing and payment issues and offered possible solutions.
- Addressed customer inquiries and complaints through omni channel platforms i.e live chat, email, social media, telephone.
- Utilised available resources to research information required by callers, followed up complicated customer calls which increased customer satisfaction by upto 35%.
- Oversaw customer orders and coordinated fulfillment to ensure timely deliveries.
- Provided customers with information on different company products and service offerings.
- Employed the company's CRM call logging software to accurately record details of calls.
- Coordinated order delivery and dealt with various shipping issues.
- Liaised with 3rd party vendors, restaurants and hotels through order management and fulfillment.
- Followed communication scripts provided by Jumia and kept customer calls within required time thresholds.

##### KEY ACHIEVEMENTS

- Consistently exceeded company key performance indicators and individual targets by 26%.
- Recognised as the top representative in 2 of the 12 months of 2018 and landed in the top 3 overall.
- Participated in the development of automated chat bot and interactive voice response systems which eliminated over 40% of call queues and increased customer service experience.