

NAMES: **Ronald Mpuuga**
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Visa status: Employment visa



Professional Summary

Dedicated **Customer Service Officer** with 4 years of experience in delivering exceptional service in fast-paced environments. Adept at handling customer inquiries, resolving issues, and maintaining high levels of customer satisfaction. Strong communication and problem-solving skills with a proven track record of exceeding performance targets.

Key Skills

- Excellent verbal and written communication
- Customer relationship management
- Problem-solving and conflict resolution
- Time management and multitasking
- Proficient in CRM software (e.g., Salesforce, Zendesk)
- Data entry and record-keeping
- Team collaboration and leadership
- Attention to detail and accuracy
- Microsoft knowledge

Professional Experience

Customer Service Officer

Trilogi global logistics mega dc Jafza, Dubai, UAE

10 -2020– Present

- Managing daily customer interactions via phone, email, and chat, addressing inquiries and resolving issues promptly.
- Achieving a 15% customer satisfaction rating by providing empathetic and efficient service.
- Training and mentoring new team members, improving team productivity and service quality.
- Implementing new procedures that reduced average response time by 10%.
- Handling escalated complaints and complex queries, ensuring effective resolution and customer retention.
- Assisting customers with product inquiries, order tracking, and returns, ensuring a positive customer experience.
- Documenting and tracking customer interactions and feedback in the CRM system.
- Collaborating with other departments to resolve cross-functional issues and improve service processes.
- Recognizing for consistently meeting or exceeding performance goals and KPIs.
- Providing assistance to others where possible regardless of which department is listed on the roster
- Following food hygiene policies to ensure all food & beverage served to guests is safe and free of contamination

Sales Associate

Sun and sand sports l.l.c Dubai UAE

[08-2019 – [09 -2020]

- Provided excellent customer service and product recommendations, contributing to a 25% increase in sales.
- Managed cash register, processed transactions, and handled customer complaints effectively.
- Maintained a clean and organized sales floor, enhancing the overall shopping experience.
- Processed sales transactions, managed inventory levels, and organized stock to ensure product availability.
- Addressed customer complaints and resolved issues promptly, maintaining a high level of customer satisfaction.

Education:

Advanced certificate of Education: 11/2015 - Bright future academy bulaga school Kampala Uganda

Certified Trade and Logistics Professional currently studying - Zabeel International Institute

DECLARATION:

Hereby, I promise that all the above information is true, and I am ready to work in your company according

to your company's rules and regulations, and I promise that, I will try my level best for the success of the company

REFERENCE UPON REQUEST.