

## CURRICULUM VITAE

### **PERSONAL DETAILS:**

Name: **NAMBIITO FLORENCE**  
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Mobile: +971 52 972 8037  
Nationality: Ugandan  
Marital Status: Single  
Language: English|  
Passport No: A00207484  
Gender: Female  
Visa: Visit Visa  
Address: Dubai UAE



### **APPLYING FOR: SALES AND CUSTOMER SERVICE**

### **PROFESSIONAL SUMMARY**

Friendly and eloquent looking for a position of a Customer service / Sales, to use skills for the best customer service possible. Long-term commitment with a strong desire and ability to advance within the company.

### **CORE QUALIFICATIONS**

- Excellent customer service, even to difficult callers
- Problem solving skills necessary to keep customers and clients satisfied
- Multitasking skills to continue speaking to a customer whilst searching for information
- Ability to remain calm in stressful situations
- Desire to learn more that can be applied to the job
- Strong work ethic leading to efficient and complete service
- Great sales experience and persuasion techniques
- Ability to work a telephone switchboard
- Familiar with multiple computer programmers and systems with a capacity to learn others

### **WORK EXPERIENCE**

#### **Sales Associate – 1 Year**

##### **SELECT GARMENTS - Uganda**

- Obtaining and evaluating all relevant information to handle customer inquiries and complaints
- Greetings customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions and balancing drawers.
- Maintaining an orderly appearance throughout the sales floor
- Assess customers' needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis

#### **Customer service agent– 2 Years**

##### **LYCA MOBILE – UGANDA**

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.

- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Attempt to persuade customer to reconsider cancellation.

### **Ticketing Officer – 1 Year**

#### **CINEPLEX CINEMA- Uganda**

- Makes outbound calls to solicit prospective ticket purchasers to generate sales
- Responds to inbound sales calls, responds to inquiries and provides information
- Prepare weekly sales activity report
- Maintains knowledge of ticket plan programs as well as ticket holder preferences
- Provides feedback and suggestions based on prospective ticket purchaser requests
- Participates in a variety of promotional and sales activities designed to meet specific targets

### **EDUCATION**

- Bachelor's degree in Business Administration
- High school certificate of Education-Uganda

### **LANGUAGE**

- English

### **SKILLS**

- Ability to meet target with in deadline
- Profound ability to work on a flexible schedule.
- Able to work in a team fostered environment
- Exceptional ability to communicate verbally and writing
- Ability to work under pressure
- Time management and interpersonal skills.
- Material handling, quality control, work area control, stage merchandise for loading.
- Match numbers and letters, wrapping, boxing and labeling

### **REFERENCE**

- Will be available upon Request.