



SHEILA AYIKORU

CUSTOMER SERVICE AGENT

CONTACT

+971 524 719 408

sheilaayikoru@gmail.com

Al Nahda, Sharjah UAE

EDUCATION

2021-2024

MAKERERE UNIVERSITY
BUSINESS SCHOOL

- Bachelor of Business Administration

2018-2019

NAALYA SECONDARY
SCHOOL

- High school diploma

SKILLS

- Microsoft office suite
- Problem Solving skills
- SOP adherence
- Interpersonal communication
- Fast learning
- Multitasking
- Enthusiastic and positive mindset
- Adaptability

LANGUAGES

- English (Fluent)
- Luganda (Native)

PROFILE

I am a well-rounded professional with experience in sales and customer service. As a team player, I strive to improve processes for maximum efficiency. My past achievements highlight my success in sales and communicating effectively to ensure exceptional customer experiences.

WORK EXPERIENCE

Sales Executive 2021-2022

Milestone onwards Limited

- Proactively reached out to potential and existing customers to effectively showcasing product features and benefits.
- Demonstrated a deep understanding of customer budgets and product knowledge to offer tailored solutions.
- Crafted persuasive proposals and fostered positive relationships with clients, resulting in increased sales and customer satisfaction and experience.

Administrative Assistant

202-2023

Milestone Onwards Limited

- Managed incoming communication channels, maintained inventory records, and scheduled client appointments.
- Coordinated product servicing appointments and handled document control duties with precision.
- Leveraged social media platforms to create engaging content and manage online presence, contributing to brand visibility and customer engagement.

Sales and Customer service Agent

2024

Brands for You Outlet

- Provide exceptional customer service, addressing inquiries, resolving complaints, and ensuring satisfaction.
- Achieve sales goals through extensive product knowledge, effective upselling, and promoting store offerings
- Maintain store operations by processing transactions accurately, organizing displays, and collaborating with team members to achieve objectives

REFERENCE

Samalie Nabirye

Milestone Onwards

Email: nsamalie@milestoneug.com