



DANLORD  
AMAKU

UGANDAN



+971 526 210 690



Dubai, UAE



amakudanlord@gmail.com

Visit visa

## CUSTOMER SERVICE REPRESENTATIVE

Hardworking, highly motivated, energetic and detail-oriented with more than 4 years of experience in a fast-paced environment specializing in Customer Service, Passionate about identifying customer needs, driving sales, and improving the customer journey and experience, Ability to learn new tasks quickly and proficiently while developing positive relationship with customers to ensure business growth. Representing a friendly and professional demeanor at all times. Seeking to join a progressive organization where I can utilize my unique skills.

### Education

#### MAKERERE UNIVERSITY

FACULTY OF INFORMATION TECHNOLOGY

Diploma in Computer Science

Certificate in Computer Application

### Work Experience

Ariwara, Democratic Republic of Congo  
Cashier at Nzambe Kanisa ba Orphelins

Feb 2023 - Oct 2023

Doha, Qatar  
Front Officer, Qatar Global Sports Events 2022  
The Living Adventure Managed by Accor

Aug 2022 - Jan 2023

Dubai, UAE  
Merchandiser at Metro Deluxe

Oct 2020 - Aug 2022

Kampala, Uganda  
Merchandiser at Glenegy

Aug 2019 - Sept 2020

Kampala, Uganda  
System administrator at Handiman Service Ltd

Apri 2016 - Jul 2019

### Duties

- Delivers items to customers by verifying orders.
- Inventories stock.
- Arranges transportation.
- Organizes item order by editing for price, promotions, and weight compliance.
- Arranges shipments by checking stock to determine inventory levels, anticipating delivery requirements, and placing/expediting orders.
- Handling communication with clients via phone, mail and in person.
- Handle customer complaints and resolve issues when possible
- Verifies items shipped by matching bills of lading, reconciling quantities, and noting discrepancies.
- Keeps customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.



## Career and Life Goals

- Computer technician and visual editor
- Superior proficiency in using MS Office and Computer Applications.  
Wonderful Team Player.
- Highly skilled in intra and interpersonal communication.
- To provide services diligently to my organization for organizations goal accomplishment.
- To build expertise in socio-economic, political and development issues.
- To work to the best of my ability for attainment of personal goals.

## Skills

- Excellent customer service and interpersonal skills.
- Proficient in safety procedures and emergency protocols
- Ability to remain calm and composed in stressful situations
- Strong teamwork and communications skills.