



DANLORD  
AMAKU

UGANDAN



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Dubai, UAE



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Employment 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

Abu Dhabi, UAE	Dec 2023
Sales Manager at Speed Express Tours & Travels	
Ariwara, Democratic Republic of Congo	Feb 2023 - Sept 2023
Cashier at Nzambe Kanisa ba Orphelins	
Doha, Qatar	Aug 2022 - Jan 2023
Front Officer, Qatar Global Sports Events 2022 The Living Adventure Managed by Accor	
Dubai, UAE	Oct 2020 - Aug 2022
Merchandiser at Metro Deluxe	
Kampala, Uganda	Aug 2018 - Sept 2020
Cashier/ Sales person at Glenenergy	
Kampala, Uganda	Apri 2016 - Jul 2018
System administrator at Handiman Service Ltd	

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.