



CUSTOMER SERVICE RESUME

PROFESSIONAL SUMMARY

Motivated and friendly customer service professional with over 2+ years of experience in delivering outstanding service and resolving customer inquiries. Seeking to apply strong communication, problem-solving, and interpersonal skills in a dynamic team environment to ensure customer satisfaction and promote brand loyalty.

PROFESSIONAL WORK EXPERIENCE

1. Telesales Executive

ABC Marketing Solutions LLC, Dubai, UAE

March 2022 – April 2024

Key Responsibilities:

- Conducted outbound calls to prospective clients offering telecom and financial services.
- Presented product features, benefits, and promotions to potential customers in a clear and persuasive manner.
- Achieved daily, weekly, and monthly sales targets consistently.
- Updated CRM systems with lead information, customer feedback, and sales outcomes.
- Followed up with interested leads and handled customer inquiries and objections professionally.
- Worked closely with the sales and marketing teams to refine telesales scripts and strategies.

1. CUSTOMER SERVICE ASSISTANT

Shoprite Kampala, 3 Years (Responsible for ensuring a smooth shopping experience for hundreds of daily customers in a high-traffic retail environment.)

Key Responsibilities:

- Greeted customers warmly and provided assistance in locating products.
- Handled customer complaints and returns professionally, ensuring satisfaction and building loyalty.
- Assisted in price checks, shelf restocking, and coordinating with the inventory team to maintain product availability.

Declaration

I certify that the information provided in the resume is true and accurate to the best of my understanding.

Availability

Upon Your request; for full time and flexible schedule

NAME : NALUBEGA MARIAM

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EMAIL : mariamnalubega270@gmail.com

VISA : Own Visa / Freelancer

ADDRESS : United Arab Emirates

Marital Status : Single

CORE SKILLS

- ✓ Effective Communication
- ✓ Active Listening
- ✓ Problem-Solving
- ✓ Conflict Resolution
- ✓ Time Management
- ✓ Empathy and Emotional Intelligence
- ✓ Patience
- ✓ Attention to Detail
- ✓ Multitasking
- ✓ Positive Attitude
- ✓ Teamwork and Collaboration
- ✓ Adaptability and Flexibility
- ✓ Customer Relationship Building
- ✓ Product Knowledge
- ✓ Sales and Upselling
- ✓ Complaint Management

EDUCATION

- High School diploma

LANGUAGES

- English

HOBBIES

- Story Telling
- Arts and Craft