



# BENARD CHARAMBA

Visa Status

Cancel Visa

## Contact Detail

**Phone:**

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**Email:**

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**DOB:**

12.05.1990

**Gender:**

Male

**Nationality:**

Ugandan

## Language

English

Swahili

## Skills

Active listening



Adaptability



Communication



Customer Critical

## Objective

Looking for an exciting and dynamic role where I can utilize my skills and experience to drive tangible results. Passionate about joining an organization that fosters a culture of innovation, continuous learning, and personal growth.

## Education

(Feb 2009 – Nov 2013)

**MAKERERE UNIVERSITY**

BACHOLERS IN BUSINESS ADMINISTRATION

## Experience

(Feb 2014 – Feb 2018)

**Customer Service /sales And Marketing**

Belhasa Driving Center

- Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives and following up on customers' requests.
- Ensure smooth and efficient process as well as record keeping is accurate.
- Handle cash register and transactions with the customers in an effective and accurate manner as required.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times Documents verification as per RTA standard and procedure Responding promptly customer inquiries
- Acknowledging and resolving customer complaints Knowing our products inside and out so that you can answer queries Excellent selling, communication, and negotiation skills Communicating and coordinating with colleagues as necessary
- Ensure customer satisfaction and provide professional customer support.

(Mar 2018 – Jul 2024)

**Customer Service Area In charge**

Belhasa Driving Center

- Overseeing the customer services teams
- Training and managing Customer Service Assistants and Representatives On-boarding and training new employees
- Setting customer satisfaction targets and working with the team to meet targets consistently
- Interacting with customers daily by answering their questions and directing them to the appropriate service for their needs
- Creating customer loyalty programs to increase revenue and improve client retention
- Establishing customer service policies and procedures Staying updated on developments in the customer services field.