



ELIZABETH NAMBATYA

CUSTOMER SERVICE



PERSONAL PROFILE

I'm an experienced customer service representative with a verifiable track record of resolving complex issues quickly and winning customer loyalty.



HIGHLIGHTED SKILLS

- Conflict Resolution
- Excellent Communication Skills
- Troubleshooting
- Service and Support
- Great Attention to Data



CONTACT INFORMATION

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REFEREES

Mike Ssewajje - Al Fayha Aluminium factory
Email: mikeeal-fayha.com

Ester Mauki - Asaak Financial Services
Email: ester.mauki@asaak.com

Samuel Ewoku - Sokowatch Uganda
Email: samuel.ewoko@sokowatch.com



WORK HISTORY

Customer service

**Al fayha Aluminium factory dubai
2023-2023**

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers.
- Build sustainable relationships and trust with customers through interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions.

Customer services

**Asaak- uganda
2021-2022**

- Visited the field to look for customer leads.
- Interacted with new and old clients through making cold calling
- Followed on my leads to identify a potential buyer in order to close a sale through making calls

sale representative

**sokowatch - Uganda
2020 - 2021**



EDUCATION

Jimmy Sekasi Business Institute

Diploma in Hotel Management.

2018-2020