

# JUDITH AMPIRE

## Customer service and Tour guide

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### SUMMARY

A skilled, knowledgeable and dedicated Customer Service and Hosting Professional with extensive experience in offering top-level service to clients and meeting their diverse needs. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Prioritizes quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

### BIO DATA

Age 24yearsHeight 160cmWeight 50kg

### CORE SKILLS

Host and tour guide

Relationship building

Good communication skills

Customer relations

Record management

Computer skills

People management

Teamwork

### EXPERIENCE

#### Front Desk Receptionist

SJ group of companies

05/2023 - Present   Dubai

##### Company Description

- Key Contributions:
  - Checked appointments and confirmed upcoming appointments.
  - Received in coming calls and forwarding feedback.
  - Directed visitors and dealt with customer queries and concerns regarding company
  - Ensured adherence to Company protocols

### EDUCATION

#### High school diploma

Alliance academy kambuga

2016

### TRAINING / COURSES

#### IATA AIRLINES CUSTOMER SERVICE ongoing

Zabeel International institute of management and technology   sharjah

### PROFESSIONAL STRENGTHS



#### Customer service Accumen

Equipped with extensive knowledge, understanding and adherence to customer service procedures, processes, policies and systems. Good command of customer care systems and tools, data handling and processing



#### Problem solving and Decision making

Adept at conceptualizing and delivering unorthodox solutions to complexities and visualizing situations from different perspectives, identifies different approaches to solutions and makes informed and logical decisions.



#### Adaptability and flexibility

Tenacious with the ability to remain resilient under challenging situations, composed in changing circumstances; displaying fortitude to deliver consistent and compelling results.



#### Strong communication and Interpersonal skills

Possesses excellent written, verbal and presentation skills. Able to listen actively, interpret messages correctly, respond appropriately and relate well with people.

EXPERIENCE

Reception/ customer service representative

Ghantoot landscape group 10/2021 - 03/2024 Dubai

Company Description




- Key Contributions:  
Attended to customers welcoming and assisting them in scheduling appointments and maintaining records and accounts.  
Welcomed visitors in person and answered their calls regarding their inquiries.  
Optimized customer satisfaction and provided timely treatment room utilization by scheduling their appointments through walk-ins, either online or via telephone.
- Accomplishments:  
Demonstrated professional etiquette and manners, an endeavour which improved positive feedback by 30%.  
Wrote an employee's manual on the dos and don'ts of customer service to promote a systematic method of serving clients.

Host/tour guide


EFS Facilities 05/2021 - 09/2021 Expo 2020

- Key Contributions:  
Managing traffic and marshalling.  
Conducting due diligence to ensure the spacing is always utilized to maximum capacity.

HOBBIES AND INTERESTS

-  Volunteering
-  Travel and explore new cultures and traditions
-  Modeling and photography

PROFESSIONAL STRENGTHS

-  Ability to Meet Deadlines
- Apt at meeting deadlines and working within set time frames to deliver excellent results. Ensures service delivery is appropriately time buffered and realistic work schedules are adhered to.

VOLUNTEERING

Volunteer  
AGAPE NYAKIBALE FOUNDATION  
Uganda

10/2021 - 03/2024 Date period  
Helped in administering drugs to patients  
Volunteering in distributing donations

LANGUAGES

- English Native ●●●●●
- Luganda Native ●●●●●