

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 24years Height 160cm Weight 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

📅 Date period

Helped in administering drugs to patients
Volunteering in distributing donations

LANGUAGES

English Native ●●●●●

Luganda Native ●●●●●