

JUDITH AMPIRE

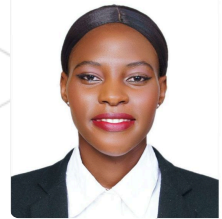
Customer service and hospitality Professional

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LinkedIn/Portfolio

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Dubai



PERSONAL DETAILS

Age 24 years

Weight 50kg

Height 160cm

SUMMARY

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 business

EXPERIENCE

Guests Service agent/ receptionist/ cashier

Sharjah International Airport Hotel

04/2024 Sharjah, UAE

- Key Contributions:
 - Checked appointments and confirmed upcoming appointments.
 - Received incoming calls and handled cashiers' drawers and final daily metrics.
 - Directed visitors and dealt with customer queries and concerns regarding seat allocation.
 - Ensured adherence to hotel protocols.

Customer service representative/Receptionist

Ghantoot landscape group dubai

08/2021 - 01/2024 Location

- Key Contributions:
 - Attended to customers by 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 on telephone.
- Accomplishments:
 - Demonstrated professional etiquette and manners, an endeavour which improved positive feedback by 50%.
 - Wrote an employee's manual on the dos and don'ts of customer service to promote a systematic method of serving clients.

EDUCATION

Degree and Field of Study

Uganda Certificate Of Education

- 2016 Uganda
- alliance academy
- SCHOOL KAMBUGA, - Uganda - (Highschool Diploma)

CORE SKILLS

Customer service relations

People management

Working with in team

Records keeping

Hospitality

Working well independently

Relationship building

Top notch customer service skill

Attention and keen eye to detail

Well organised and able to prioritize tasks

PROFESSIONAL STRENGTHS



Customer service

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. Analytical,

EXPERIENCE

Housekeeping attendant

Lake Victoria Serena golf and spa hotel

📅 10/2020 - 01/2021 📍 Kampala

- Removed used towels and bedding, replaced with new and reset spaces to professional standards
- Kept floors clean with regular sweeping, vacuuming and mopping
- Vacuumed carpeted areas and mopped hard floors
- Polished glass, mirrors and metal items to attractive shine
- Delivered extra linen and toiletries to meet guest needs
- Secured guest rooms after performing housekeeping services
- Reported maintenance issues for prompt resolution
- Welcomed guests, answered questions and anticipated service needs, maintaining excellent customer satisfaction
- Completed smooth housekeeping with exceptional planning and quality assurance

HOBBIES

Volunteering

Adventure and travelling to explore different countries and new cultures

Modeling and photography

LANGUAGES

English

Native

Luganda

Native

PROFESSIONAL STRENGTHS



Ability to Meet Deadlines

Ability in meeting deadlines and working within set time frames to deliver excellent results. Ensures service delivery is appropriately time buffered and realistic work schedules



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.



Problem solving and Decision making skills

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.

VOLUNTEERING

Volunteering

AGAPE NYAKIBALE FOUNDATION

📅 Date period

Helped in teaching children behaviors and morals

Helped in administered patients at Nyakibale hospital