

LAWRENCE MPUNGU

Customer Service Officer

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Dubai, UAE



SUMMARY

Dedicated and experienced hospitality professional with over 3 years of experience in customer-facing roles. Proven track record of providing exceptional service, ensuring customer satisfaction, and contributing to team success. Skilled in: Customer Service, Communication, Time Management, Teamwork, Cash Handling, and Front Desk Operations.

EXPERIENCE

Cashier

Majid alfutaim hypermarkets

12/2021 - Present Dubai, UAE

- Processed an average of 100 transactions per day, with a 99.5% accuracy rate.
- Handled customer payments, processing an average of \$500 in transactions per day.
- Worked effectively in a team environment to achieve a 10% increase in sales and a 20% increase in customer loyalty.
- Maintained a customer satisfaction rating of 92% or higher (based on surveys or feedback forms).

Customer Service Specialist

Acacia Mall Kampala

04/2018 - 03/2021 Kampala, Uganda

- Responded to an average of 50 customer inquiries per day via phone, email, and in-person.
- Achieved a first-call resolution rate of 85%.
- Reduced customer complaint escalation by 25% through effective issue resolution.
- Received an average of 10 positive customer reviews per month on social media or review platforms.
- Collaborated with the customer service team to achieve a 20% increase in sales through effective product recommendations and promotions.

Front Desk Agent

Victoria resort Hotel

02/2016 - 02/2018 Kampala, Uganda

- Welcomed and checked-in an average of 30 guests per day, ensuring a smooth and efficient process.
- Responded to and resolved an average of 20 guest inquiries per day, resulting in a 95% customer satisfaction rate.
- Collaborated with team members to achieve a 90% occupancy rate and a 25% increase in repeat business.

EDUCATION

High school graduate

Juliana High School

Kampala, Uganda

LANGUAGES

English Fluent Arabic Intermediate

KEY ACHIEVEMENTS

Awards and Recognition

Received the "Employee of the Quarter" award for outstanding performance and dedication to excellence.

Leadership and Teamwork

Successfully led a team of 5 members, resulting in a 20% increase in team productivity and a 15% increase in employee satisfaction.

Improved Customer Satisfaction

Implemented a customer service training program, resulting in a 30% increase in positive customer reviews and a 25% reduction in complaints.

SKILLS

Customer service

Good communication

Front desk operations

Basic Computer skills

Cash handling

Teamwork

Time management

CERTIFICATION

Uganda Certificate of Education

Juliana High School

PROJECTS

Customer service Excellence

02/2022 - 08/2022 Location

To provide exceptional customer service and ensure customer satisfaction in a fast-paced hospitality environment.

- What was a successful outcome of your work? (e.g. Raised \$3,000 for the charity)

PASSIONS



"My passions lie at the intersection of customer service, teamwork, and creating unforgettable experiences"