

MAUREEN NANYANZI

Sales/ Customer service Associate



SUMMARY

Results-driven professional with over 3 years of experience in customer service and sales. Skilled in communication, building strong client relationships, meeting targets, and delivering tailored solutions, I am committed to ensuring customer satisfaction and driving business growth.

EDUCATION

Bachelor of Arts, Ethic & Human rights.

Makerere University
2016 – 2019

CONTACT

+971-525280238
mrynmom@gmail.com
Dubai, United Arab

SKILLS

Customer Service	<div></div>
Product knowledge	<div></div>
Sales expertise	<div></div>
Complaint resolution	<div></div>
Dispute management	<div></div>
Team player mentality	<div></div>
Reliable and punctual	<div></div>
MS Office	<div></div>
Quick learner	<div></div>
Communication skills	<div></div>
Canva	<div></div>
Adobe	<div></div>

LANGUAGE

- English Fluent

EXPERIENCE

Customer Sales Associate	2024 – Present
Alliance Insurance PSC Dubai, UAE	
<ul style="list-style-type: none">Build strong customer relationships through effective communication and problem-solving.Achieve sales targets using up-selling strategies.Enhance client satisfaction with timely responses and clear policy information.Promote new insurance products to expand the customer base.Educate clients on policies for informed decision-making.Streamline office operations to boost efficiency.Review insurance documents for clarity and transparency.Maintain excellent customer service through personalized support.	
Telesales Executive	2023- 2024
Al Mashriq Marketing I Dubai, UAE	
<ul style="list-style-type: none">Delivered telesales scripts clearly to engage callers with relevant service information.Identified new leads through data mining and telesales to meet set targets.Handled high-volume telesales enquiries within call-time targets.Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.Demonstrated respect, friendliness and willingness to help wherever needed.Used Microsoft Word and other software tools to create documents and clear communications.	
Customer Service Officer	2018- 2019
Airtel I Kampala, Uganda	
<ul style="list-style-type: none">Responded promptly to emails and phone calls, ensuring quick issue resolution.Handled difficult customers calmly; achieved mutually beneficial solutions when possible.Fostered a supportive work environment through clear communication and teamwork encouragement.Addressed customer complaints, resulting in improved customer retention rates.	