

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

Product knowledge

Sales expertise

Complaint resolution

Dispute management

Team player mentality

Reliable and punctual

MS Office

Quick learner

Communication skills

Canva

Adobe

LANGUAGE

- English Fluent

EXPERIENCE

- Customer Sales Associate** 2024 - Present
Alliance Insurance PSC | Dubai, UAE
 - 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 | Dubai, UAE
 - 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 | Kampala, Uganda
 - 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.