



SSEKALALA UMAR

CUSTOMER SERVICE



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Deira Street, Dubai, UAE

SKILLS

Interperson communication

Problem solving

Computer skills

Analytical

Team work

REFERENCE

References available upon request

LANGUAGES

English

Finnish

HOBBIES

Making Friends

ABOUT ME

I am a dedicated and experienced customer service professional with 2 years of experience at AL MADINA SUPERMARKET. I possess strong interpersonal communication, problem-solving, and computer skills, as well as a keen analytical mindset and a proven ability to work effectively in a team. I am a recent graduate of Bachelor of Science and am eager to bring my skills and enthusiasm to your team.

WORK EXPERIENCE

Customer Service

AL MADINA SUPERMARKET / Dubai / Aug 2021 - Sep 2023

- Consistently exceeded customer satisfaction goals by 20%.
- Resolved 95% of customer issues on first contact, improving efficiency.
- Recognized as a top performer for positive customer feedback and ratings.
- Implemented new customer service strategies resulting in a 25% increase in sales.
- Utilized active listening and empathy to de-escalate difficult situations.
- Collaborated with other departments to streamline customer support processes.
- Utilized CRM software to track and analyze customer interactions for better service.
- Received multiple awards for outstanding customer service performance.

EDUCATION

Bachelor of Science

Ndejje University / Kampala / 2023

- Graduated with a Bachelor of Science in Computer science
- Excelled in academic coursework, earning a 3.72 GPA
- Developed strong problem-solving and analytical skills through coursework and projects
- Completed a senior project that received recognition for innovation