

**EMMASON FELIX NILAGIRE**

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Kampala Uganda - East Africa

Born:1st Jan 1994, Gender: Male, Nationality: Ugandan, Civil status: Married,

Current field: customer experience & service, call center operations, account management and systematic archival arrangement. Languages: English, Luganda, Runyakole

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**key experience**

Emmason is generally experienced in customer service, customer engagement, call center operations, complaint resolutions and systematic archival arrangement. He brings more than three years experience in customer relations, demonstrates exceptional communication and relationship building skills and encourages team collaborations in order to achieve excellent customer satisfaction. He has leadership skills of leading customer service teams and is conversant with Microsoft office skills to generate daily, weekly and monthly reports.

He brings a sense of duty to work and is structured in his approach seeking to deliver on timely company demands while maintaining a calm professional manner. Emmason Felix is assertive and has clear grasp of outcomes of his work ensuring that compliance and practice standards are met and is capable of Managing a high volume of customer inquiries through multiple channels.

To this submission, Emmason brings unwavering commitment, competencies and skills in customer services, complaint resolutions and problem solving. Emmason generally approaches work from the quick hope of turning up the company's performance and better management process.

**WORK EXPERIENCE**

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**Customer Care Representative TRUE NORTH UGANDA**

**Deployment: Airtel Uganda Kampala Uganda July 2023 — November**

**Key experience:**

- Managed a high volume of customer inquiries through multiple channels including live chat, email and phone calls maintaining a 90% customer satisfaction rate.
- Demonstrated in-depth knowledge of Airtel products and services, effectively addressing customer concerns and providing tailored solutions.
- Utilized strong communication skills to convey complex technical information to customers in a clear and understandable manner.
- Implemented proactive communication strategies to inform customers about Airtel products and services hence resulting into 20% increment on customer engagement.
- Conducted training sessions for new customer care representatives sharing best practices and high-quality customer support experience.
- Collaborated with the cross functional teams and supervisors to streamline processes, reducing average customer query resolution time by 15%.

## **SIM Swap Executive TRUE NORTH UGANDA**

**Deployment: Airtel Uganda Kampala Uganda December 2021 — July 2023**

### **Key experience:**

- Led the SIM Swap operations team in executing SIM card replacements, ensuring minimal disruptions to customer care services.
- Implemented robust security protocols to safe guard against fraudulent SIM swaps, reducing unauthorized access incidents by 30% to control impersonation
- Maintained a high level of customer satisfaction by resolving escalated SIM swap issues promptly efficiently.
- Obtain and evaluate all relevant information to handle inquires and complaints, direct requests and un resolved issues to the team leader and the supervisor.
- Collaborated with cross functional teams to enhance SIM swap processes resulting into a 20% reduction in processing time
- Conducted training sessions for a customer support for customer support teams to improve awareness and response to SIM swap related inquires
- Provided feedback from customer and process improvement to the team leader to improve the SIM Swap process

## **Warehouse operator FedEx**

**Deployment: Dubai Jan 2024 — to date**

### **Key experience:**

- Load and unload materials.
- Take inventory of materials shipped or received.
- Store, count, weigh, and open materials received.
- Load and unload trucks, railway cars, and other vehicles for transporting goods.
- Fill warehouse orders.

**Cargo handler- FedEx**

**Deployment: DUBAI\_ Jan 2024 – to date**

**Key experience:**

- Ensures facility is secure at end of shift
- Responsible for the loading/unloading of 53 ft.
- Ability to count and maintain a process flow
- Ability to read and follow simple instructions
- Ability to pass an Airport Badge security screening
- Transport shipments and materials to and from receiving area, staging area, or other area as designated
- Sort and place shipments and or materials on racks, shelves, or designated areas according to destination

**EDUACTION**

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**Attainment:** Uganda Advanced Certificate of Education (UACE)

**Awarding Institution:** Kako Senior Secondary School

December 2016

**Attainment:** Uganda Certificate of Education (UCE)

**Awarding Institution:** Kiteredde Secondary School

November 2014

**Attainment:** Primary Leaving Certificate (PLE)

**Awarding Institution:** Kanoni Primary School

November 2009

## REFERENCES

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Rose Akantorana I  
Supervisor Airtel Uganda

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## CERTIFICATION

I, Emmason Felix Nilagire certify that to the best of my knowledge that this CV correctly describes me, my qualifications, and experience.