

CURRICULUM VITAE

PERSONAL INFORMATION

Name :
Nationality : VANESSA MARY NAKINTU
Passport No : Ugandan
: A00478540
Gender : Female
Visa status : Visit Visa
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Languages : English



POSITION: CUSTOMER SERVICE

CAREERS OBJECTIVES

To find a challenging position to meet my capabilities, competencies, skills, education and experience. With 3 years in customer service and sales, I seek to maintain and strengthen my career

with a reputable company to deliver my professional experience and become an asset in a fast growing company.

WORKING EXPERIENCE

MTN TELECOMUNICATION COMPANY

CUSTOMER SERVICE

DURATION: 3 YEARS

RESPONSIBILITIES HELD:

- ⌵ Provide the best Customer Care service.
- ⌵ Helping customers on any related queries
- ⌵ Helping customers in processing their mobile money payments
- ⌵ Helping customers on internet settings
- ⌵ Solving customer's queries
- ⌵ Merchandising.
- ⌵ Listening to customers' requirements and presenting appropriately to make a sale.
- ⌵ Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
- ⌵ Reviewing my own sales performance, aiming to meet or exceed targets.
- ⌵ Challenging any objectives with a view to getting the customer to buy.
- ⌵ Checking the quantities of goods on display and in stock.
- ⌵ Attending team meeting and sharing best practice with colleagues.

ABILITIES

- ✎ Able to research and writing reports
- ✎ Good communication skills.
- ✎ Able to speak and Understand English
- ✎ Good computing skills
- ✎ Coordination and networking
- ✎ Ability to work under pressure on multiple projects.
- ✎ A confident and determined approach at work
- ✎ Ability to work effectively in a team.

- ✎ Ability to build work relationships and able to meet deadlines.
- ✎ High sense of confidelity, initiative and good judgement ability.

ACADEMIC BACKGROUND:

- ✎ 2016 - 2018 ISLAMIC UNIVERSITY IN UGANDA(BACHELOR'S DEGREE IN INFORMATION AND TECHNOLOGY

REFEREES:

Available on request