



NAME: BASHIR NAMUGERA K.

SEX: MALE

MARITAL STATUS: MARRIED

NATIONALITY: UGANDAN

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CAREER OBJECTIVE

Am a joyful employee that aims to elevate the clients experience by consistently maintaining a cheerful attitude. Genuinely enjoys positions requiring human contact. Comfortable in communicating with people from various cultures and backgrounds. Takes great pride in teaching and leading by example.

- 5 years of experience providing customer support in environments for public Utility.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty .
- Strategic relationship/partnership building skills, listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

- Proven track record of accomplishment in positions where maturity, sound judgment and rational thinking are critical to performance.
- Adapt at changing gears when situations dictate.
- Active listener, practiced in solving customer complaints and promoting conflict resolutions.
- Constituently maintains an excellent record of being on time, prepared and eager to take on new responsibilities.

March 2016 - To date

EXPERIENCE

Customer Care/Security Team leader

Etihad Airways Inflight

Catering

Responsible for working with colleagues to ensure the highest level of customer satisfaction.

- Attempting to retain customers who want to cancel their agreements
- Interacting with customers over the phone.
- Analysing customer needs ,correcting records, and adjusting errors.
- Resolving customer issues and complaints.
- Escalating complex issues to senior managers.
- Consistently adhering to business procedure guidelines.
- Providing prompt and efficient handling of orders.
- Maintaining an organized and clean work area.
- Assisting with administrative duties.
- Performing other duties as required or assigned.

Customer Care Entebbe Airport. March 2014 - May 2015

Handling customer inquiries, complaints, billing questions and payment extension/ service requests. Calm angry customers, repair trust, locate resources for problems resolutions and design best option solutions. Interface daily with internal partners in field services, new business, operations and customer affairs divisions.

Key Accomplishments:

- Arranging company customer liaisons for updates on services, latest products releases, and pricings.
- Make appointments with customers to review products requirements and to establish future opportunities.

- Spend time daily planning meetings with customers to conduct presentations.
- Effectively serve as consultant to client companies –ensure that customers are updated regularly.
- Effectively use a variety of sales techniques and materials –cold calls, presentations, visits, relationships, survey, networking and research.

Customer Agent Dollar Forex (Uganda) June 2011 - October 2013

Handled incoming calls from customers and prospects, responding to inquires, resolving problems and correcting errors. Provided quotes and executed online changes, used consultative selling techniques to provide leads for telesales personnel.

Key Accomplishments

- Highly skilled in listening and responding to customers' needs and concerns
- Demonstrated ability to provide information regarding products and services.
- In depth knowledge of taking orders, determining charges, and overseeing billing or payments
- Track record of reviewing and making changes to customer accounts .
- Effective capability of handling returns and managing complains .
- Able to record details of customer contacts and follow up actions taken.
- Comprehensive knowledge of researching answer and solutions

EDUCATION

- Bachelors Degree in Information Technology.
- Uganda Advanced certificate of education (UACE).
- Uganda certificate of education (UCE)
- Speak and understand German

SKILLS

Skill Name	Skill Level
Customer care	Very Good
Call center service operations	Very Good
Complaining and handling disputes	Very Good
Data entry/ Record Management	Very Good
MS word,Excel, Access	Good

References

Available upon request: