

# MUZAMILU TUMWESIGYE

## SALES ATTENDANT/CUSTOMER SERVICE AGENT



As a highly skilled customer service agent with four years of experience, I excel at providing exceptional customer support and ensuring customer satisfaction. With a strong focus on building positive relationships, I possess excellent communication and problem-solving skills. I am adept at handling complex inquiries, resolving conflicts, and maintaining a professional demeanor in challenging situations. My ability to adapt quickly to new technologies and processes allows me to deliver efficient and effective service. With a proven track record of consistently meeting and exceeding performance targets, I am confident in my ability to contribute to any customer service team.

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Dubai, UAE

## Education

**Nyabubare High school**  
2015 - 2016

### High school Diploma

Obtained high school diploma in Business administration

## Experience

**ADNOC DISTRIBUTION**  
2021 - 2023

### Sales attendant

As a sales attendant, my main role is to provide excellent customer service and ensure that customers have a positive shopping experience. I greet customers as they enter the store and help them find the products they need. I am knowledgeable about the products we offer and can provide recommendations based on customer preferences. My goal is to meet sales targets by engaging customers and suggesting additional products or services that may interest them.

At the cashier, I process transactions accurately and efficiently, handling various payment methods and providing receipts and change. I also keep track of inventory levels and restock shelves as needed to ensure products are readily available for customers. I take pride in maintaining a clean and organized sales floor, including setting up attractive product displays to showcase new arrivals and promotions.

Customer service is a top priority for me. I address customer inquiries, concerns, and complaints in a professional and empathetic manner, aiming to resolve issues promptly and ensuring customer satisfaction. I am familiar with store policies, such as return/exchange procedures and warranties, and communicate them clearly to customers.

I value teamwork and collaborate with my colleagues and supervisors to achieve common goals and maintain a positive work environment. I am proactive in assisting with general store

## Transguard group

2020 - 2021

### Office assistant

Administrative Support: I assisted with various administrative tasks, such as managing correspondence, scheduling appointments and meetings, and handling phone calls. I ensured that important documents, files, and records were organized and easily accessible.

Reception Duties: I warmly greeted visitors, answered their inquiries, and directed them to the appropriate person or department. I also managed incoming and outgoing mails and coordinated courier services when needed.

Office Supplies and Equipment: I took charge of monitoring office supplies and ensuring that we had an adequate inventory. I placed orders for supplies as necessary. Additionally, I made sure that office equipment, such as computers, printers, and copiers, were in good working order. If any repairs or maintenance are needed, I arranged for them promptly.

Data Entry and Document Preparation: I handled data entry tasks, updating information in databases or systems. I also assisted with document preparation, formatting reports, presentations, and spreadsheets using software like Microsoft Office or Google Suite.

Communication and Correspondence: I drafted and proofread emails, letters, and other business correspondence. I maintained internal communication channels and distributed important announcements or memos within the organization.

Filing and Records Management: I was responsible for maintaining organized physical and electronic filing systems. This ensures that documents and records are easily accessible and properly archived.

Office Maintenance: I coordinated with maintenance staff or vendors to address office repairs, cleaning, and other facility-related issues. I strive to maintain a clean, organized, and comfortable office environment.

Team Support: I provided support to other team members and assist with any ad-hoc tasks or projects that arise. I believe in fostering a collaborative and positive work environment where we can all thrive.

## BENRICH LOUNGE -

UGANDA

2017 - 2020

### Customer service agent

Promptly addressing customer inquiries: I prioritize responding to customer inquiries in a timely manner, whether through phone calls, emails, or live chat. By being attentive and responsive, I ensure that customers feel heard and valued.

Providing product or service information: I take the initiative to have a comprehensive understanding of our company's offerings. This enables me to provide accurate and detailed information to customers, empowering them to make informed decisions and resolve any concerns they may have.

Resolving customer complaints: I approach customer complaints with empathy and a problem-solving mindset. By actively listening, I validate their concerns and work towards finding effective solutions. I am committed to maintaining a professional and courteous demeanor throughout the process.

Efficiently processing orders and returns: Whether it's processing orders or handling returns, I pay meticulous attention to detail. Accuracy is crucial to ensure smooth order fulfillment and customer satisfaction. I take ownership of any issues that may arise and proactively resolve them.

Offering technical support: In cases where technical expertise is required, I am well-equipped to provide basic technical support. I assist customers with troubleshooting common issues, guiding them through product setup, and escalating complex technical problems to the appropriate teams when necessary.

Maintaining meticulous customer records: I understand the importance of accurate record-keeping. I diligently document customer interactions, update customer profiles or databases, and ensure that all relevant information is properly recorded for future reference. This helps to provide personalized service and a seamless customer experience.

## Other Info

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### Skills

1. Adaptability,
2. Attention to detail,
3. Strong computer skills
4. Excellent communication,
5. Strong Customer service,
6. Empathy,
7. Excellent Leadership,
8. Strong problem solving,
9. Time management,
10. POS knowledge,

### Interest

FOOTBALL, SWIMMING, TRAVEL

### Languages

1. English, 2. Kiswahili

### Others

Visa status: Cancellation

### Awards

Health, Safety, Security and Environment