

Mable Josephine Nakabugu

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Am results-driven, committed and articulate Customer service personnel with excellent communication skills with high level of customer commitment. Multi-skilled with the ability to plan, maintain and develop existing and new customers and consistent high customer service. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding working environment.

Areas of Expertise

- ✓ Excellent Customer service
- ✓ ERP
- ✓ Effective Communication skills
- ✓ Ability to multitask
- ✓ Relationship management
- ✓ Fire, Health and safety training
- ✓ Client focused.
- ✓ Paying attention to details
- ✓ Efficient interpersonal skills.
- ✓ Computer literate [word, power point]
- ✓ Interpersonal skills
- ✓ Time Management
- ✓ Problem solving
- ✓ Adaptability

ACCOMPLISHMENTS

- ❖ Achieved a 95% customer satisfaction rating through proactive problem-solving and effective communication strategies.
- ❖ Resolved over 1,000 customer inquiries within a single quarter, greatly exceeding the team average by 30%.
- ❖ Trained and mentored 5 new team members, reducing onboarding time by 15% and improving team productivity.
- ❖ Participated in a company-wide initiative that improved service response time by 35%, resulting in higher customer retention.
- ❖ Organized and executed customer outreach campaigns that led to a 10% increase in upsell opportunities.
- ❖ Achieved recognition as 'Employee of the Month' for three consecutive months due to exceptional service and dedication

PROFESSIONAL EXPERIENCE

ALFARDAN EXCHANGE LLC UAE

CUSTOMER SERVICE OFFICER/TELLER

06/2022 – 02/2025.

Key Accountabilities

- ❖ *Managing transactions with customers using cash registers.*
- ❖ *Collecting Payments from the customers.*
- ❖ Forward technical support requests to the Admin Office.
- ❖ Maintain cleanliness of the counter, drawers, tables, and workplace according to office guidelines. Answer telephone calls and provide transfer rates/information as required. Identify and cultivate potential customer relationships and business opportunities.
- ❖ Provide necessary information to Head Office, Administration office or various company departments.
- ❖ Promote and cross-sell new products and services to customers.
- ❖ Communicate training needs to the Branch Manager and participate in training programs.

- ❖ Receiving payments and issuing receipts and keeping track of all cash transactions.
- ❖ Greeting and welcoming customers and giving them good customer care in order to retain them.
- ❖ Track transactions on balance sheets and report any discrepancies.
- ❖ Elevate complaints to management.
- ❖ Keep track of our cash inventory for all different currencies.
- ❖ Answer phone calls, emails and face to face customer enquiries.
- ❖ Direct customers to online resources.
- ❖ Create and maintain reports on customer interactions.

Stanbic Bank- Kampala Uganda

Stanbic Bank Uganda Limited is a Financial Institution regulated by the Bank of Uganda. Customer Deposits are protected by the Deposit Protection Fund. Stanbic Bank Uganda Limited

CUSTOMER SERVICE OFFICE/ ADMINISTRATIVE OFFICER

05/2019 - 01/2022

Key Accountabilities

A premier IT solutions company providing management, technical and professional service in the fields of information Technology and security systems. Designing, installing, and maintaining the system through providing upgrades and enhancement as part of the service. Innovators of integrating CCTV, Access control, Asset management and self-service kiosks.

Key Accountabilities:

- ❖ Greet customers and offer assistance/advise customers on various services and products offered by the
- ❖ bank.
- ❖ Answer questions about accounts types and banking products, such as money market accounts, loans, Debit
- ❖ and credit cards.
- ❖ Check on the status of customer accounts and track checks and payments.
- ❖ Review and explain accounts charges.
- ❖ Assist banking customers with replacing lost or stolen credit or debit cards.
- ❖ Assist with address changes.
- ❖ Perform other administrative duties such as data entry into in-house software.
- ❖ Refer Clients to financial specialists in the event of specialized needs.
- ❖ Provide advisory services for clients regarding available financial services.
- ❖ Pursue leads and potential customers to expand services and products offered.

CUSTOMER SERVICE AGENT /PROCUREMENT ASSISTANT

01/2018-04/2019

Mukwano Group of company

A Leading Conglomerate in East and Central Africa and a major player in key business sectors covering manufacturing, agriculture, and logistics supply chain that drive the Ugandan economy

Key Accountabilities.

- Participation in prequalification of potential suppliers.
- Processing LPOS for the goods and services to be delivered.
- Participating in carrying out stock take on a monthly basis.
- Contacting potential suppliers for request for quotations.
- Filling of procurement and contract related documents.

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- Posting and updating supplier information in the ERP system.
- IStrict implementing of FIFO, LIFO at all times while taking out stocks from the bin.
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EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor's Degree - Bachelor of Business Administration - Makerere University

2018

Certified Institute of procurement and supply chain

2019-2020

PERSONAL DETAILS

Gender: Female

Nationality: Ugandan

Language: English & Basic Arabic

Visa Status: residence visa