



# AMPIIRE JUDITH

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## Personal Details

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- Nationality : Ugandan
- Gender : Female

## Objective

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Dedicate to achieve and exceed customer expectations while ensuring maximum safety to customers, Adept with good interpersonal communication skills to provide excellent customer service

## Experience

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- **Ghantoot llc group** August 2021 - December 2023  
Customer service representative
  - Answered customer telephone calls promptly and improved on-hold wait times.
  - Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
  - Assisted customers with varying questions using product knowledge and service expertise.
  - Boosted monthly sales revenue by skilfully promoting diverse product and service options.
  - Processed inbound customer calls, providing information on service or product upgrades
  - Handled phone, email and social media enquiries with consistent customer service across multiple channels.
  - Processed high-value payments with meticulous accuracy.
  - Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
  - Upsold new products and accessories to customers, capturing significant increases in add-on sales.
  - Consistently achieved service rating targets, managing customer enquiries with personalised care and attention.
- **Entebbe Airport duty-free** Jan 2020 - Feb 202  
Sale retail
  - Oversaw budget management to keep to financial targets.
  - Tracked industry and consumer trends to identify opportunities to boost sales.
  - Enhanced new product awareness by posting engaging images to company websites and social media accounts.
  - Applied digital marketing tactics to drive business growth and awareness.
  - Established business goals and objectives to provide organisational direction toward growth and prosperity.
  - Optimised flow and scheduling of daily operations for maximum productivity.
  - Planned expansions to service and product offering based on client feedback.
  - Forecasted sales figures and aligned inventory with expected demand.
  - Developed winning sales strategies to drive revenue.
- **Serena golf and spa hotel** Jan 2019 - July 2019  
Assistant customer service
  - Responded to customer queries and provided excellent customer service.
  - Applied best practices to comply with customer service procedures.
  - Thoroughly monitored compliance with customer service standards to maintain stellar industry reputation.
  - Cross-trained and backed up other customer service managers.
  - Managed quality of calls, using call monitoring software to determine areas of improvement.
  - Resolved customers' general enquiries by phone, email and in person.
  - Performed frontline operations including appointment scheduling, referral bookings and cashiering duties.

## Skills

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- Time management

- Attention to detail
- Mult tasking
- Problem solving
- Customer service
- Safety awareness
- Teamwork

#### **Education**

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- Hospitality management
- High school diploma

#### **Languages**

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- English
- Luganda
- Swahili
- Arabic

#### **Reference**

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- Upon request -