

BETTY NAKAYIMA

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Objective: -

To use my skill and potentials to contribute towards the expedient's growth of an esteemed organization and build up a professional career in truly competitive and challenging yet supportive environment where I can utilize my capabilities to the maximum.

Professional Experience: -

AIRTEL Uganda (Customer Service Representative)

(August 2008 to 2012) Responsibilities

- Respond to customer inquiries and requests via telephone, email, and chat in a timely fashion
- Document all inquiries, requests, resolutions, and follow-up tasks
- Escalate inquiries and requests as necessary to the appropriate department or person following outlined guidelines
- Display a courteous and empathetic attitude to all customers
- Perform research to answer customer inquiries and requests
- Grow existing customer accounts through exceptional customer service and effective sales techniques
- Meet quantitative performance metrics as outlined
- Keep customer accounts current by updating databases during calls

MTN Uganda (Mobile Money Wallet Agent)

(August 2012 to 2024) Responsibilities

- Process checks, cash and the sale of negotiable instrument transactions adhering to the banks current policies and procedures.
- Ensure branch adherence to AML/BSA requirements (Currency Transaction Reports, Suspect Activity Form, etc.), audit procedures, operational procedures, dual control, security, Business Continuity, and all other regulated banking requirements to protect associates, clients, and bank assets. Assists in remediating audit / scorecard / QC deficiencies.
- Proactively helps to resolve customer concerns in a timely, professional and positive manner, escalating issues to the next level of authority as needed.
- Balance cash drawer daily and monitors own work for accuracy.
- Follow instructions and responds to management direction to help resolve more difficult customer objections, and solves problems in a timely and positive manner to retain the customer relationship.
- Adhere to Seacoast Bank's Code of Conduct.
- Follow all safety and AML procedures

Academic Qualification: -

- Advanced Certificate of Education.

I.T COMPETENCY

- Operating Systems, Windows Installation
- Microsoft Office, Internet & Emails.



Skills & Experience: -

- Consistently maintain a positive attitude and enjoy helping people.
- Articulate and very effectively working with people of different backgrounds and temperaments.
- Accurately record, remember, and verbally communicate detailed information.
- Co-operatively work with others to produce and deliver required work.

Languages: -

English	Expert
Swahili	Native
Keen to learn more languages.	

Personal Information: -

Religion	Islam
Marital Status	Married
Nationality	Ugandan

Reference: -

Will be provided on demand

