



**AHEREZA
ALLAN**
Customer Service

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📍 DUBAI, UNITED ARAB EMIRATES

SUMMARY

Customer Service professional with over 4 years of experience in providing top-notch support, product knowledge, and collaborative customer engagement. Known for resolving issues promptly and accurately, documenting interactions meticulously, and driving process improvements through insightful feedback. Proven ability to handle multiple customer concerns while maintaining a high level of professionalism.

EXPERIENCE

Customer Service Agent. 11/2021 - Present
Dnata subcontractor[Dulsco]

- Engaged with over 500 customers month at Dubai Airport, resolving 98% of issues within the first interaction.
- Maintained a comprehensive knowledge of over 200 product offerings, leading to 95% accurate and timely responses to customer inquiries.
- Managed and prioritized an average of 25 customer concerns daily, ensuring a 98% timely resolution rate.
- Documented all customer interactions, inquiries, and complaints with a 100% accuracy in the designated CRM software, aiding in efficient follow-ups and trend analysis.
- Collaborated with cross-functional teams to relay over 300 customer feedback, leading to the implementation of three key process improvements.

Customer Service Representative 02/2020 - 10/2021
W MART SUPERMARKET

- Provided world-class customer support, consistently achieving a 98% satisfaction rating from customers.
- Developed and delivered product trainings to a team of 10 new hires, improving their proficiency by 40%.
- Played an instrumental role in a company-wide CRM system update, ensuring a seamless transition and zero impact to customer service operations.
- Identified and flagged 50+ potential product issues through customer interactions, aiding in early detection and resolution.
- Initiated a monthly customer engagement program, resulting in a 15% increase in customer retention.

CERTIFICATES

Certificate in hospitality 2019 -
Kyambongo institute

SKILLS

Customer Service	Expert	Problem Solving	Expert
Communication	Expert	Product Knowledge	Advanced
Interpersonal Skills	Expert	Time Management	Intermediate
Listening Skills	Expert		

LANGUAGES

luganda	Intermediate	swahili	Intermediate
English	Fluent		