

Mable Josephine Nakabugu

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I 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

- | | | |
|----------------------------------|-----------------------------------------|------------------------------------------|
| ✓ Attention to Detail | ✓ Fire, Health and safety training | ✓ Interpersonal skills |
| ✓ ERP | ✓ Client focused. | ✓ Time Management |
| ✓ Effective Communication skills | ✓ Paying attention to details | ✓ Problem solving |
| ✓ Ability to multitask | ✓ Efficient interpersonal skills. | ✓ Adaptability |
| ✓ Relationship management | ✓ Computer literate [word, power point] | ✓ Proficient in document control systems |

ACCOMPLISHMENTS

- ❖ Achieved a 95% customer satisfaction rating through proactive problem-solving and effective communication strategies.
- ❖ 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

- ❖ 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:

- 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.

CUSTODY AND REGISTRAR UGANDA

CUSTOMER SERVICE AGENT / DOCUMENT CONTROLLER

01/2018-04/2019

C&R Group is the leading share registrar in East Africa, with offices in Kenya and Uganda. Our clients include listed and non-listed companies on the Nairobi Securities Exchange ("NSE") and the Uganda Securities Exchange ("USE").

Key Accountabilities.

- Managed and controlled company documents through their lifecycle, including creation, revision, and retirement
- Maintained document control database and ensured all documentation met quality standards and compliance requirements
- Collaborated with various departments to ensure proper documentation and adherence to procedures
- Organizing and managing all documents and records, both physical and digital
- Ensuring document control processes are followed and maintained
- Creating and maintaining document control procedures and guidelines
- Managing document approval, revision, and distribution
- Overseeing the security and confidentiality of documents

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- Monitoring document compliance with company standards and regulatory requirements
 - Providing document control support to project teams and other departments
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EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor's Degree - Bachelor of Business Administration - Makerere University
Certified Institute of procurement and supply chain

2018
2019-2020

PERSONAL DETAILS

Gender: Female

Nationality: Ugandan

Language: English