



NABUKENYA ZAINAB

Address: Deira Dubai, UAE

Mobile: +971 502910692

Email: zainabnabukenya8@gmail.com

CUSTOMER SERVICE TELLER AND CASHEIRING POSITIONS

ABOUT ME

Passionate and performance driven with working experience in Uganda in providing extensive assistance to customers in busy working environment. Resolve Issues, and Excellent in both team oriented environment and alone. Currently aiming to obtain a challenging position that gives scope to leverage client-oriented philosophy, intricate understanding of people skills, and demonstrated abilities to listen attentively, solve problems quickly and efficiently, and create and maintain high-quality professional customer service, relationship and business loyalty.



Key Competences

Well-groomed professionally with convincing and impressive communication style; bestowed with strong analytical, team, problem solving, service knowledge, Attention to Details, Multi-tasking and organizational abilities.

Ability to successful ramp up of business assignments; while working in coordination with clients & ensuring effective service provided.

Computer literate with practical working knowledge of MS Office (Word, Excel & PowerPoint) utilities and Internet Applications and utilizing the same in completing day-to-day business tasks.



Skills

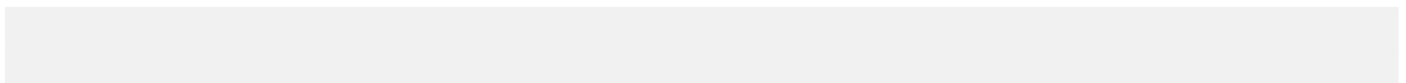
POS transaction systems
Cash handling skills
Customer Service

Communication & Interpersonal
Attention to Detail
Numerical / Math Skills

Selling Tactics
Computer skills
Team Work



Work Experience



Updated customers with information about changing exchange rates of foreign and international currency, money transfer, pay bill charges and promotional offers along with excellent customer service. Followed the sales process in order to maximize sales by utilizing every opportunity to upsell and cross-sell products to achieve individual KPI's/target and maintain high standards of customer service. Recognize the warning signs of questionable transactions and mitigate possible effects of the sale.

Diligently managed cash till stocks, counted opening and closing stock (money / cash) accurately, balanced registers and prepared daily sales report.

Took ownership self-mistakes and reported them to the superiors, fully investigated over and shorts. Ensured compliance to legal and corporate requirements like thorough checking of Identity cards, and prevent fraudulent risks and company loss.

Contribute to the success of the team by efficiently handle assigned responsibilities on time, supporting one another and flexibility in handling tasks.

HIJAZ FINANCE, KAMPALA, UGANDA , UGANDA
2022 CUSTOMER SERVICE AGENT (PART TIME)

2021-

Assisted in managing channels of customer interaction, Emails, Chat, and Phone, Identified their needs to provide solution to achieve customer satisfaction, convert general inquiries into sale and ensured each and every interaction brought a customer to delight.

Imperative in solving customer complaints, analyze issues and ensure customer satisfaction; Built and managed professional relationships, developed trust and credibility with customers, superiors and team members. Followed the sales process in order to maximize sales by utilizing every opportunity to up sell and cross sell products and services to achieve individual KPI's/ target and maintain high standards of customer service and satisfaction.

Assisted new customers in opening new accounts, explained terms of service, types of accounts and resolved banking issues for old customers maintain high standards of service set by the company.

Provided customers with information about services and products like personal finances, property finance.



Education

Bachelor's in Human Resource Management
2023 Islamic University in Uganda

Higher Secondary Education (Uganda Advanced Certificate of Education)
2019 Buziga Islamic Secondary School



Languages

English
Arabic



Personal Details

Gender: Female