

Sarah Brown

Customer Service Specialist

✉ sarah@mail.com ☎ 12345678 📍 Kampala, Uganda

in www.linkedin.com/in/sarah-brown-8460238a

PROFILE

Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

PROFESSIONAL EXPERIENCE

03/2022 – present Kampala, Uganda

H&M, Customer Service Associate

- Responded to customer calls and emails to answer questions about products and services.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Developed and actualized customer service initiatives to decrease wait times.
- Informed customers about special promotions and provided detailed information for various products.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Kept detailed records of customer interactions to track and resolve issues quickly.
- Provided customer feedback to management and identified areas of improvement for products and services.
- Handled billing and payment issues following guidelines, resolving disputes properly.
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- Provided customer feedback to management and identified areas of improvement for products and services.

01/2019 – 02/2022 Kampala, Uganda

Cafe Javas, Customer Representative

- Resolved concerns with products or services to help with retention and drive sales.
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- Embraced spotlight on customer service by creating a courteous, friendly atmosphere for guests.
- Collected customer information and analyzed customer needs to recommend potential products or services.

- Offered free products or services to pacify irate or unsatisfied customers.
- Maintained and managed customer files and databases.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Provided customers with updates and periodic statements on service developments and changes in trends.
- Responded to customer calls and emails to answer questions about products and services.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Developed and actualized customer service initiatives to decrease wait times.
- Informed customers about special promotions and provided detailed information for various products.

SKILLS

- Negotiation
- Strategic sales knowledge
- Complaint resolution
- POS systems expert
- Inbound and outbound calling

LANGUAGES

- English
- French
- Luganda

EDUCATION & CERTIFICATES

Bachelors in E-commerce

Makerere University Business School

Kampala, Uganda

Customer Service Specialist

(Institution name)

Level 2