



AWIFU MUYOMBA

I am a committed, friendly, and hardworking Customer Service Advisor with a passion for providing excellent customer service at all times. In my previous role, I resolved more than 150 issues, always having the needs of the customers and the reputation of the organization at heart. I have dealt with customers' inquiries and complaints face-to-face, over the phone, and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

PERSONAL

Email address

spendawifu@gmail.com

Telephone number

+306943658339

Address

Irakleous 14, Palairo Faliro

Postal code

17564

City/Town

Athens

Date of birth

16th/11/1989

Place of birth

Uganda

Gender

Male

Nationality

Ugandan

Marital status

Single

SKILLS

Microsoft	██████████
Communication	██████████
Web designer	██████████
Computer	██████████
Research	██████████
Digital marketing	██████████
Microsoft power point	██████████
Microsoft Excel	██████████

LANGUAGES

English

Highly proficient in speaking and in writing

WORK EXPERIENCE

Web designer

2020 - Present

Freelancer, Athens

Designing visual imagery for websites and ensuring that they are in line with branding for clients. Communicating design ideas using user flows, process flows, site maps, and wireframes. Incorporating functionalities and features into websites. Designing sample pages including colors and fonts.

UK & Ireland Chat Sales Customer Care Representative

Jul 2019 - Oct 2019

Teleperformance, Athens

Responding to customer inquiries via internet chats to provide information regarding customer's questions about basic product details and requirements, helping clients to decide what brand of the company they plan to buy.

- Preparing and distributing sales reports to the relevant departments.
- Being a part of the team to ensure the company goals are met within the specified period of time.
- Engaging and solving customers' problems through email chat.

Customer Service agent

2016 - 2018

Turkish Cargo Company, Instabul

Receiving customer and answering phone calls in relation to customers needs

- Providing information to customers through email and phone calls.
- Following up on customers' complaints by connecting them to the relevant department.
- Informing the customers about the new products and services we have on the market.

Turkish
Good working knowledge

Luganda
Native

INTERESTS

Computers
Music
Gym
Traveling

- Making weekly and monthly reports about customer's needs and services in order to improve the company's service delivery.

Banqueting Coordinator

2015 - 2016

Hotel Africana,, Kampala

Meeting customers and organizing their events Supervising and organizing the events.

- Addressing and chairing the waiters and waitresses to ensure the procedures are running smoothly around the events.
- Motivating the workers from my department through constant following up to identify their challenges and obstacles and connect them to the relevant departments.
- Ensuring the budget on food sales beverage and labor costs.

Project Supervisor

2014 - 2015

Grantech Telecommunications Engineering Limited, Kampala

Visiting the network sites (40 installations of telecommunication masts/ day)and inspecting them before our engineering team's visits.

- Communicating with managers to specify the starting & ending dates of the projects under the company's policies.

Making weekly and monthly reports around the progress of projects.

Sales executive

Feb 2014 - Oct 2014

Multichoice Uganda Limited, Kampala

Ensuring that the company's sales targets are met within the specified periods of time.

- Answering customers' questions through phone calls and email chats.
- Dealing with a high volume of complaints

STUDIES AND CERTIFICATES

Bachelors Degree In Information Technology

Sep 2009 - Feb 2013

Makerere University, Kampala

I studied and graduated from the above university with a degree in information technology where I scored a GPA OF 3.65 OUT OF 4.

Finals to Secondary school

2006 - 2008

Ssaku Senior Secondary School,, Kampala

Uganda Advanced Certificate Of Education is a certificate given as

proof that you have completed 6 years of secondary school in Uganda. I scored National Points Scored:22/25 and I was the best student in that year in my former school.

End of ordinary Secondary School

2002 - 2006

Royal College School, Kampala

In Uganda, they give out a UCE Certificate after the completion of the first 4 years of secondary school and it graded as first grade, second grade in that order.

I got the first grade and I was still among the best 20 students in my former school.