

Pauline Kamukama *Customer Service Advisor*

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Profile

I am Customer Experience professional with a background in managing customer interactions. Experienced with handling variety of customer inquiries and concerns, ensuring high satisfaction rates. Utilizes effective communication and problem-solving skills to address and resolve issues promptly.

Professional Experience

Customer Service Advisor

MTN Uganda Limited

03/2023 – Present

Kampala, Uganda

Key Responsibilities:

- Handled high volumes of inbound calls efficiently and professionally, ensuring timely resolution of customer inquiries.
- Adhered to company communication protocols and scripts to maintain service consistency across diverse customer interactions.
- Proactively identified upselling opportunities and promoted relevant products and services when appropriate.
- Built strong, lasting relationships with customers by providing personalized support and consistently going the extra mile.
- Accurately identified customer needs, clarified concerns, conducted issue research, and provided practical solutions or alternatives.
- Maintained up-to-date knowledge of company products and services to offer informed and effective customer assistance.
- Demonstrated professionalism and a customer-first mindset, ensuring a positive experience in every interaction.

Sales Consultant

Autocom Japan Inc

07/2022 – 12/2022

Kampala, Uganda

Key Responsibilities:

- Demonstrated vehicle features and effectively negotiated prices to close sales.
- Provided timely updates to customers on product changes, enhancements, and resolved complaints to ensure satisfaction.
- Accurately reported and recorded daily sales activities.
- Assisted customers with completing necessary paperwork for smooth transaction processing.
- Scheduled regular follow-up meetings to maintain strong customer relationships and satisfaction.

- Addressed customer issues professionally, enabling quick resolution and positive outcomes.

Internship

International Hospital Kampala

06/2019 – 12/2019

Kampala, Uganda

Key Responsibilities:

- Managed and cleaned receivables ledgers to ensure accurate financial records.
- Reconciled account balances, supporting smooth financial operations.
- Assisted with general office tasks including message handling, document printing, and phone inquiries.
- Enhanced daily operations by efficiently completing various administrative duties, allowing full-time staff to focus on core responsibilities.
- Supported inventory management, ensuring proper stock levels and organization.

Education

Bachelor of Business Computing

Makerere University Business School

08/2017 – 05/2021

Kampala, Uganda

Uganda Advanced Certificate of Education (UACE)

MaryHill High School

03/2015 – 12/2016

Mbarara, Uganda

Uganda Certificate of Education (UCE)

St. Mary's Girls Vocational School and CityLand College Matugga

02/2011 – 11/2014

Mbarara, Kampala,

Uganda

Skills

Customer Service Skills

- Excellent client support and issue resolution
- Strong sense of empathy and patience in handling customer concerns
- Ability to build rapport and maintain customer satisfaction

Technical & Administrative Skills

- Fast and accurate typing
- Proficient in using customer service software and systems
- Detail-oriented and organized under pressure
- Proficient in Microsoft Office Suite: Word, Excel, and PowerPoint
- Strong computer literacy with the ability to quickly learn new software and systems

Communication & Interpersonal Skills

- Clear verbal and written communication
- Active listening and confident problem-solving
- Team collaboration and relationship building
- Proven ability to collaborate effectively with colleagues in fast-paced and dynamic environments. Supportive, adaptable, and committed to achieving shared goals.

Languages

- English
- Runyankole
- Luganda
- Rukiga

References

Ms. Diana Taaka, *Manager, Autocom Japan Uganda Limited*
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Mr. Amiri Nsubuga, *Team Leader, Call Center, MTN Uganda Limited*
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Mr. James Wasoti, *Customer Experience Manager, Exquisite Solution Limited*
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