



RAHIM BASAJJA

Address : Dubai, UAE
Nationality : Ugandan
Visa Status : Cancellation Visa
Marital status : Married
Phone : +971 527 377 981
E-mail address : basajjarahim88@gmail.com

Career Objective

Highly motivated and results-driven Sales Executive with a strong background in customer service and business development. Proven ability to build and maintain client relationships, drive revenue growth, and enhance brand presence. Seeking to join Euro Coffee to leverage expertise in sales, coffee product knowledge, and strategic market expansion. Passionate about delivering exceptional sales performance through effective negotiation, lead generation, and customer engagement. Committed to achieving and exceeding sales targets in a fast-paced, competitive environment.

Education, Certifications & Training

- Bachelor of Education Majoring in English & Literature.
- Certificate in Sales & Business Development
- Certificate in Customer Relations Management (CRM) system
- Advanced Certificate in Microsoft Office Apps
- Certificate in Customer service and Call Center Management
- Certificate in Leadership Skills and Team Management

Work Experience

Customer Service Professional

May 2018 - May 2025

ANIA & PETER

Dubai, United Arab Emirates

- Served as the primary point of contact for customer inquiries, handling complaints and service requests.
- Developed customer retention strategies that boosted satisfaction rates and repeat business.
- Coordinated with teams to ensure timely service delivery and efficient issue resolution.
- Managed client accounts, ensuring all requests were processed accurately and efficiently.
- Provided tailored recommendations to clients, increasing customer loyalty and satisfaction.
- Assisted in marketing and promotional campaigns to attract potential customers.

Customer Service Agent / Sales Executive

June 2014 - April 2018

Sharaf DG Company | Dubai Mall

Dubai, United Arab Emirates

- Increased revenue by 30% through strategic upselling and cross-selling techniques.
- Consistently exceeded monthly sales targets by 15-20%, securing top sales performer recognition.
- Developed in-depth product knowledge to educate customers and enhance purchasing decisions.
- Built and maintained strong customer relationships, resulting in 30% repeat business.
- Conducted product demonstrations, addressed customer objections, and closed high-value sales deals.
- Assisted with inventory management, ensuring stock availability and optimal store display.
- Created detailed sales reports and analyzed trends to optimize performance.
- Trained and mentored junior sales associates to improve team performance.
- Participated in promotional events to attract new customers and boost brand awareness.

AL TAYER GROUP**Dubai United Arab Emirates**

- Assisted clients with booking flights, hotels, and travel packages, ensuring seamless experiences.
- Provided expert advice on travel insurance, visa processes, and itinerary planning.
- Strengthened partnerships with airlines and hotels to enhance service offerings.
- Processed transactions efficiently, ensuring accurate billing and invoicing.
- Conducted follow-ups with clients to ensure a smooth travel experience.
- Created customized travel itineraries to meet client preferences.

Classroom Teacher**January 2010 - May 2012****Kawombe Memorial School, Uganda****Entebbe Rd, Uganda**

- Planned and prepared instructional materials and lesson plans.
- Delivered engaging and informative lessons to students.
- Adapted teaching methods to accommodate diverse learning styles.
- Assessed students' progress and provided constructive feedback.
- Facilitated class discussions and encouraged active student participation.
- Integrated technology and multimedia tools into lessons to enhance learning.

Skills

- Sales & Business Development
- Client Relationship Management
- Negotiation & Closing Deals
- Coffee Product Knowledge
- Cold Calling & Prospecting
- Market Expansion & Lead Generation
- CRM & Sales Software (Zoho, Salesforce, etc.)
- Upselling & Cross-Selling Techniques
- Account Management & Customer Retention
- Sales Forecasting & Performance Analysis
- Lead Qualification & Sales Pitch Development
- Customer Engagement & Brand Promotion

Personal Qualities

- Self-motivated, adaptable, and target-driven
- Strong analytical and communication skills
- Ability to work independently and within a team
- Highly organized with excellent time management
- Presentable and professional attitude
- Enthusiastic about building lasting client relationships
- Passion for sales and marketing strategies

Hobbies & Interests

- Traveling and exploring different cultures
- Networking and attending sales seminars
- Engaging in sales workshops and industry events

References

- Available upon Request