




LAILA NAKABIRI



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 DOHA, QATAR

CAREER OBJECTIVES

To professionally utilize my skills and knowledge in delivering exceptional customer service by resolving queries efficiently, enhancing customer satisfaction, and contributing to the company's reputation for excellence

EXPERIENCE

SALES ASSOCIATE CUM CUSTOMER SERVICE AL MEERA, AIN KHALED, QATAR

JUNE 2022 – NOV 2024

- Greet customers and assist with inquiries
- Provide product recommendations and solutions
- Handle customer complaints and returns professionally
- Promote products and upsell when appropriate
- Stay informed about products details, pricing and promotions
- Collaborate with teams to achieve set targets and objectives
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding to customer inquiries, processing request, and resolving complaints
- Consistently provide positive customer experience and educating customers

CUSTOMER SERVICE

FALCON SERVICES, HAMAD INT'L AIRPORT

DEC 2020 – FEB 2022

- Managed bookings and reservations, ensuring timely communication, warmly welcome passengers, offered assistance and answered inquiries.
- Collaborate with teams to achieve set targets and objectives
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding to customer inquiries, processing request, and resolving complaints
- Consistently provide positive customer experience and educating customers

- Monitored and maintained cleanliness in the waiting area.
- Addressed and resolved concerns or issues promptly and professionally

CUSTOMER SERVICE REPRESENTATIVE AIRTEL, UGANDA

FEB 2018 - JUNE 2020

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries. Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions. Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints. Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process. Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

SKILLS

- Excellent communication skill
- Persuasive skill
- Time management
- Conflict resolution
- Team work
- Problem solving
- Positive attitudes
- Attention to details

EDUCATION

- **BACHELOR OF SOCIAL SCIENCES**
MAKERERE UNIVERSITY, UGANDA
- **CERTIFICATE IN CATERING AND HOTEL MANAGEMENT-YMCA**
COMPREHENSIVE INSTITUTE, UGANDA

PERSONAL DETAILS

- SEX: FEMALE
- NATIONALITY: UGANDA