

# LAILA NAKABIRI



- 📞 (+974) -55261686
- ✉️ lailanakabiri827@gmail.com
- 📍 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