

Lilian Msigala

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Dar es salaam

Summary

Highly motivated and dedicated customer service officer with a proven record of accomplishment in providing exceptional service to clients possessing strong communication and problem-solving skills. I am committed to ensuring customer satisfaction and building long-term relationships. Seeking a challenging role where I can utilize my experience to contribute to the success of dynamic organization.

Experience

Call Center Agent

CAMEO-TECH EDGE • Dar es Salaam, Dar es Salaam

05/2023 - 08/2023

- Managed high-volume of inbound and outbound customer calls.
- Resolved customer inquiries, questions and concerns to consistently offer quality service and meet performance benchmarks.
- Handled customers effectively by identifying needs, quickly gaining trust and resolving problems to maximize efficiency.
- Maintained strong call control and worked through scripts to address problems.
- Handled escalated customer service concerns to preserve customer

Customer Service Officer

Public service social security fund (PSSSF) • Dar es Salaam, Kinondoni

12/2021 - 03/2022

- Answered phone with positive attitude and asked questions to better understand customer needs.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Handled fast-paced customer inquiries each day to consistently meet productivity and performance targets.
- Communicated information to customers about product quality, value and style.
- Processed customer account changes with proprietary software

Sales Representative

Tanzania Standard Newspapers • Dar es Salaam, Kinondoni

10/2021 - 11/2021

- Developed positive relationships with new and existing customers, leading to increased sales opportunities.
 - Managed sample product distribution and customer incentive programs to increase sales.
 - Analyzed competitors, marketing campaigns for insights to gain attention and sales for clients.
 - Performed regular research on target audience's wants, needs and purchasing patterns.
 - Listening customer needs to identify and recommend best products and services.
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Skills

Communication skills, Computer skills, Negotiation, Sales, Customer service, Marketing, Digital Marketing, Problem solving skills

Education

Business administration in marketing management

Mzumbe University (Chuo Kikuu Mzumbe) • Mbeya, Tanzania

12/2022

Awarded a certification on business administration.

Business

Usangi Day Secondary School • Moshi, Tanzania

05/2019

Languages

English, Swahili