



Customer Experience Association of Uganda (CXA Uganda)



Executive Summary & Overview



The Customer Experience Association of Uganda (CXA Uganda) is the country's premier professional body dedicated to advancing customer experience excellence. Founded to respond to the growing need for businesses to focus on customer-centric strategies, CXA Uganda empowers individuals and organizations to enhance service delivery, loyalty, and engagement through structured learning, collaboration, and advocacy.

The association brings together professionals from across industries to share insights, gain global-standard certifications, and shape the future of customer experience in Uganda. Through its dynamic community and programs, CXA Uganda is playing a transformative role in building a service-driven economy.

Vision, Mission & Values



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Leadership Committee



**Joan Ntabadde
Kyeyune**
President



Daudi Mugabi
General Secretary



Rebekah K. Mugisha
Treasurer



**Sonia Karamagi
Kasagga**
Programs Director



**Evas Bazarikakye
Kizza**
Membership Director



Evelyn Katuutu Mugwanya
Grants &
Sponsorships
Committee Chair



Christine Nagimesi
Events Committee
Chair



Charles Hageman
Education &
Professional
Development
Committee Chair



**Angella Marybeth
Muhumuza**
Membership
Engagement
Committee Chair

Membership & Benefits



CXA Uganda offers both individual and corporate membership options designed to meet the needs of professionals at every stage of their CX journey. Individual members benefit from access to international certifications, exclusive content from global partners like CXPA and The Customer Institute, and networking opportunities that open doors to career advancement.

Corporate members can enroll up to ten staff members under a single plan, gain discounted training, and enjoy visibility at CXA events and platforms. Both membership types provide access to the latest industry insights, research, and a vibrant community committed to excellence in customer experience.

Programs & Events



One of CXA Uganda's most impactful contributions to the business landscape is its suite of high-profile programs and events. These include national CX summits, professional forums, book launches, and innovation-focused discussions that foster a culture of continuous improvement.

Events such as the Zoho CX Summit have brought together local and international thought leaders to share strategies and insights. In addition to physical gatherings, the association also delivers value through virtual knowledge-sharing sessions and a regularly updated blog, ensuring that learning continues beyond the conference hall.

Certificate of Incorporation

Certificate issued on: 2023-12-29



Registration No: [80034406275640](#)



THE REPUBLIC OF UGANDA
THE COMPANIES ACT

Certificate of Incorporation

(Under Section 18(3) of the Companies Act 2012)

I CERTIFY that [CUSTOMER EXPERIENCE PROFESSIONALS ASSOCIATION UGANDA LIMITED](#)
([Limited By Guarantee Without Share Capital](#)) has this day been incorporated with Limited Liability

Dated at Kampala, this [29th](#) day of [December](#) the year [2023](#)

UGANDA REGISTRATION
SERVICES BUREAU



Signature: [DRAKU WILLIAM](#)
Registrar of companies

Legal Documents & Bank Details



Legal Documents

Certificate of Incorporation

Company Form 20

Company Form 1

Memorandum and Articles of Association



Bank Details

Account Name: Customer Experience Professionals

Association Uganda Limited

Account Number: 01360014952302

Bank: dfcu

Contact Us



For more information or to become a member, contact us via info@cxauganda.org, call **+256 776 760 559**, or visit www.cxauganda.org