Date of birth : 13/07/1985

Visa Status : Visit

Language : English, Swahili, French

**CAREER OBJECTIVE**

To join and support the growth of an organization that offers challenges, is results oriented and seeks business improvement through utilizing my substantial skills in maintaining the high standards associated with international organizations.

**MAJOR ACHIEVEMENTS**

* Meeting & exceeding by up to 20% business monthly sales targets.
* Committed to achievement through working extra hours to meet or exceed targets
* Running two large electronic store departments
* Managing & training up to 6 store staff effectively in a supervisory role
* Providing any & all direct assistance to any customers across two departments

**PROFESSIONAL EXPERIENCE**

**Sales executive / Cashier**

**Soccanet Ltd**

**2010-2016**

* Welcoming customers and helpfully assisting them to locate merchandise
* Informing customers about promotions and sales
* Maintaining solid product knowledge to serve clients more effectively
* Resolving customer issues and complaints promptly in a professional manner
* Answering phone calls in a polite and efficient manner
* Serving customers efficiently at the cash till
* Receiving feedback from customers about their experience in the store to send feedback to the operations Manager
* Sending reports to the management at all times
* Handling multiple departments and all administration work

**Receptionist/Assistant Administrator**

**World Point Group**

**2008-2010**

* Dealing with bookings by phone, e-mail, letter, fax or face-to-face.
* Completing procedures when guests arrive and leave.
* Choosing rooms and handing out keys.
* Preparing bills and taking payments.
* Taking and passing on messages to guests.

**Customer Service coordinator**

**Ranchers Supply, Uganda Ltd**

**2004- 2006.**

* Provide secretarial assistance to the Managers by producing reports, spreadsheets, filing; and general administration.
* Conducts telemarketing to customers for promotion of events and activity.
* Contribute to improving the business and enhancing the reputation of the company by putting forward new ideas and by implementing change when requested to do so.
* Ensure knowledge of staff movements in and out of organization and maintain continuity among work teams by communicating event schedules, customer reservation & cancellations to deliver excellent customer service at all times.

**IT Merchandiser**

**Mobile Phone & Tablets**

* Resolving customer issues professionally
* Greeting customers with a friendly manner
* Showing potential customers features and benefits of products
* Explaining and demonstrating product operating systems
* Maintaining solid product knowledge to serve clients more effectively
* Handling two departments, making sure stocks are always available

sending regular reports to management.

**Computer skills and competencies**

* Microsoft Office (MS Word, MS Point, MS Access, MS Excel)
* Computerized accounting (Pastel), Computerized Investment appraisal.
* Website designing and data base programming

**ACADEMIC BACKGROUND**

**Institution: Makerere University Business School (2005-2008)**

Qualification: Bachelor’s Degree in Business Computing

**Institution: St. Mary’s Secondary School Kitende (2003-2004)**

Qualification: Uganda Advanced Certificate of Education

**Institution: St. George High School (1999-2002)**

Qualification: Uganda Certificate of Education

**SEMINARS ATTENDED.**

* Managing the Appraisal **January 2009**
* Induction Program (SFET Training) **April 2009**
* Strive for Excellence (Customer Service Orientation) **September 2008**

**KEY COMPETENCIES AND HOBBIES**

Excellent command in written and spoken English, computer literate

* Good customer care skills, persuasive and stress tolerant
* Honest, reliable and able to solve problems on the spot
* Self-motivated, neat and well groomed
* Socializing, writing, doing business research, making new friends and travelling.

**First Name of Application CV No:** **1667730**

Whatsapp Mobile: +971504753686

