**HADIJAH**

**HADIJAH.286459@2freemail.com**

**PERSONAL INFORMATION :**

Gender : FEMALE

Date of Birth: 10 FEB 1988

Nationality: UGANDAN(EAST AFRICA)

Marital status: SINGLE

**CAREER PROFILE:**

**A well-spoken and hard-working lady with experience of working in a busy environment looking after the needs of patrons attentively all times with a willing and helpful manner.**

**AREAS OF EXPERIENCE:**

* **Customer service.**

**ACADEMIC QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/Qualification** | **Year of completion** | **INSTITUTE** | **AWARD** |
| A level Certificate | 2007-2008 | Sseke secondary school | Uganda Advanced Certificate of Education(UACE) |
| O level Certificate | 2003-2006 | Mateete secondary school | Uganda Certificate of Education(UCE) |

**WORK EXPERIENCE:**

**I have a total of 5years work experience in different fields as mentioned below:**

1. **I worked as a Receptionist cum secretary(from 2015-2016 April).**

**And my duties were as follows;**

* **Great,assist and direct office visitors and phone callers to the appropriate staff member.**
* **Receive,direct and dispatch telephone messages and fax messages.**
* **Coordinate mails pickup and delivery.**
* **Monitoring conference room booking for training and committee meetings.**
* **Maintain sufficient inventory of office supplies,stationeries and monitor the use of them.**
* **Air ticket booking for exit staff.**
* **Type letters and memos.**
* **Perform other relevant duties as directed by Human resource manager.**
* **Supervise office cleaning.**
* **Administer monthly and daily office attendance.**

**2.Worked with MENGO HOSPITAL kampala Uganda as a Receptionist/cashier (2009-2011):**

 **My duties were as follows;**

* **Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.**
* **Receive,direct and dispatch telephone messages and fax messages.**
* **Register health information.**
* **Receiving cash.**
* **Coordinate mails.**
* **Monitoring conference room booking for training and committee meetings.**
* **Type letters and memos.**
* **Perform other relevant duties as directed by my supervisor,doctors and nurses.**
* **Administer monthly and daily staff attendance.**
* **Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.**
* **Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.**
* **Ensures availability of treatment information by filing and retrieving patient records.**
* **Helps patients in distress by responding to emergencies**

**3.Worked withOrnina restaurantAlbandar as a Waitress(2013-2015OCTOBER).**

**Responsible for looking after guests and attending to their needs during their visit.**

**DUTIES:**

* **Providing a warm welcome to visitors by greeting them in person or on telephone.**
* **Directs visitors by maintaining employee and department directories;giving instructions.**
* **Maintains security by following procedures;monitoringlogbook,issuing visitors badges.**
* **Receives incoming letters, documents and hand it to person concerned.**
* **Answering calls and transferring them to local**

**PERSONAL SKILLS:**

* Team player.
* Guest focused.
* High standard of personal hygiene.
* Inter personal skills.
* Reliable,Punctualand responsible and with negotiation skills.
* **Computer skill development like msword,excel and power point.**
* **Telephone skills.**
* **Customer service.**
* Innovative and always working hard to meet deadlines and set targets.