PROFESSIONAL CURRICULUM VITAE

NAME; NAMUDDU ZAM

NATIONALITY UGANDAN

DATE OF BIRTH 16 DEC 1990

Personal profile

A practically oriented young born leader, highly motivated, confident, and hardworking, with a flexible approach to work and always ready to face up to and resolve problems.

Seeking a challenging Position with a reputable Organization where Professional experience and knowledge can be exploited to build on existing knowledge. Also add value to the organization.

Human Relations:

Ability to work well in a team as well as independently, with minimum supervision.

Ability to develop and maintain effective work relationships with supervisors and colleagues.

Communication:

Excellent communication and interpersonal skills, exhibited not only by my ability to write in a clear and concise manner and to communicate effectively orally

Work survival:

Ability to accept responsibilities, being punctual, cooperating and organized, meeting goals by managing time and being effective in tasks assigned

EDUCATION BACKGROUND

2011-2014

Makerere University

Bachelors degree in Information technology

2009-2010

Kibuli Secondary School

Uganda Advanced certificate of education

ation

LANGUAGES SKILLS

Language English Swahili

Speaking Fluent Fluent

Reading Proficient Proficient

Writing Proficient Proficient

TRAININGS AND ACHIEVEMENTS

First Aid certificate from 10th April-2nd 2009 with Uganda Red cross Society

Voted employee of the month 3 times

WORKING EXPERIENCE

ORGANIZATION:

Position held:GUEST SERVICE HOST

Duration: Jan 2016 to date

Responsibilities

* Greet guests and patrons personally and on the telephone

Offer appropriate seating arrangements

Present menus and take orders

Ensure the quantity of menus is sufficient to cater to the number of guests

Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion

Set up dining rooms and make reservation arrangements

Maintain clean and organized tables and work area

Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant

ORGANIZATION: SERENA HOTEL

Position held:FRONT OFFICE ASSISTANT

Duration: 2013-2015

Responsibilities

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Registering guests and assigning rooms. Accommodating special requests whenever possible.
* Assistsing in preregistration and blocking of rooms for reservations.
* Thoroughly understandinv and adhering to proper credit, check- cashing, and cash handling policies and procedures.
* Understanding room status and room status tracking.
* Knowing room locations, types of rooms available, and room rates.
* Using suggestive selling techniques to sell rooms and to promote other services of the hotel.
* Coordinates room status updates with the housekeeping department by notifying housekeeping of all check outs, late checkouts, early chek-ins, special requests, and day use rooms.
* Filing room keys

ORGANIZATION: ENTEBBE INTERNATIONAL AIRPORTS

Position held: CUSTOMER SERVICE AGENT

Duration: 2011- 2012

Responsibilities:

* Responsible for working on the phone and in person to provide information about travel plans for customers.
* Giving customers information about arrival and departure times,
* Reserving tickets with a particular airline.
* Responsible for greeting passengers, guiding them to the proper terminal
* Explaining airport regulations, and asking for volunteers to take a later flight when one has been overbooked.

**Job Seeker First Name / CV No: 1799724**

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