**CURRICULUM VITAE**

**MWANJE ABUDUL**

**CAREER OBJECTIVE:**

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the company. Presently looking for a customer services representative position to make a significant contribution in a reputable and ambitious company that offers a genuine opportunity for progression.

**WORK AND EXPERIENCE**

**1.Berkeley Services LLC**: Location- Ocean Heights Tower (Dubai Marina)

Designation: Security Guard – July 2015-Present

Responsible for impending criminal activities and ensuring the safety of the building, its residents and assets.

**Duties**:

* Providing assistance and guidance to the management, residents, visitors and the general staff.
* Contacting the police, authorities and the emergency services when necessary.
* Reporting of incidents, accidents or medical emergencies.
* Monitoring and patrolling the facility on a consistent basis.
* Investigating incidents and preparing written reports with the details of the incident.
* Checking emergency call boxes, staff radios, security lighting and alarm to ensure they are working correctly.

**2.Berkeley Services LLC**: Location- Freezer Suits Hotel Apartments Sidra Tower (Media City)

Designation: Security Guard - June 2014-July 2015

Responsible for maintaining and protecting the security of the building and for the safety of the residents inside.

**Duties**:

* To remain a visual deterrent to anyone who may be up to no good
* To respond to any complaints that residents may have quickly and efficiently ensuring that the residents have the best possible stay
* Escorting unruly patrons out of the building
* Provide written reports of any incident that happened throughout the day and communicate that to the guards that came to cover the next shift
* Deal with any conflicts that may occur in the shift

**3. Equatorial Hotel** Location- Kampala(Uganda)

Designation: Hotel Concierge– Feb 2012-April 2014

**Duties:**

* Handled paying guest and customer needs for services
* Maintained the security for customer’s safety to not happen any accident
* Handled the customer’s inquiries by giving accurate information to customers
* Trained the employees about how to handle emergency situations
* Maintained the database of customers to use it in future
* Answer phones and operate a switchboard.
* Route calls to specific people.
* Greet visitors warmly and make sure they are comfortable.

**SKILLS:**

* Good communication skills and excellent telephone manner
* Understandable computer software and willing to learn new software
* Skills in tour guide and management
* Customer care orientation
* Deadline orientated and ability to work under pressure

**EDUCATIONAL QUALIFICATION:**

**ACADEMIC QUALIFICATIONS**

**Year Award Institution**

2009-2013 Bachelors of computer science (B.Sc.) Ndejje University (Uganda)

2007-2008 Uganda Advanced Certificate of Education Lutembe Boarding School

2006 Uganda Certificate of Education Lutembe Boarding School

**PERSONAL INFORMATION:**

* Nationality : Ugandan
* Date of birth : 10/10/1989
* Gender : Male
* Religion : Moslem
* Marital status : Single
* Language known : English

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**Job Seeker First Name / CV No: 1818096**

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