YIGA

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SHARJAH, UNITED ARAB EMIRATES

**OBJECTIVE**

A Meticulous Customer Support Professional with hands on experience in Driving and accountancy seeking to positively Impact a new Organization.

**KEY SKILLS**

• Diligent attention to detail. **•** Ability to multi-task.

• Effectively work across 2-3 time zones simultaneously. • Ease to travel when required.

• Ability to work under minimum supervision. • Accuracy.

• Advising. • Leadership.

• Meeting Sales Goals. •Product Knowledge.

• Dependability. •Organizational.

**WORK HISTORY**

**TAXI DRIVER**

**EMIRATES CAB LLC- SHARJAH, UAE 2014 - PRESENT**

RESPONSIBILITIES

• Drive people from one place to another. • Figure out where passengers are going.

• Use knowledge of local streets and traffic patterns to avoid heavy traffic. • Carry packages and luggage

• Turn on and off meter. • Operate wheelchair lifts.

• Answer requests to receive vehicle assignments. • Pick up people at their request.

• Service the car and determine if repairs are needed. • Take payments.

• Get oil changed and fluids checked regularly. • Put air in tires.

• Make change and issue receipts. • Perform errands for customers.

**TEAM MEMBER/ AGENT (INSURANCE)**

**INSURANCE COMPANY OF EAST AFRICA- UGANDA 2002 -2012**

RESPONSIBILITIES

•Managed calendars, inbox, coordinated travel, processed expense claims, scheduled team meetings and events.

•Collected monthly budget expense information from various regions of the country, updated and published budget tracking and summary reports.

•Proactively reached out to teams for explanations and clarification where needed.

•Ensured vital team activities such as team performance reviews, program maturity reviews, periodic training sessions and weekly/monthly update sessions were scheduled and completed.

•Collected project updates from various teams, published progress summaries by region in the country, got clarity from teams when required.

•Built relationships with core cross-team members (e.g.; HR, Customer Centricity, Finance) to initiate and followed-up requests plus responded to queries from these business support teams.

ACHIEVEMENTS

•Increased Business Expertise in the Insurance industry through certification and various in-house and external training programs.

•Developed core consulting skills such as data analysis, problem solving, communicating and structuring.

•Gained deeper understanding and exposure to principles of ICEA Way tools and processes

**TEAM MEMBER/ AGENT (INSURANCE)**

**GREENLAND INSURANCE CO LTD/ FIRST INSURANCE CO LTD (FICO) 1997-2002**

**EDUCATION**

**DIPLOMA IN ACCOUNTANCY**

Namasuba College of Commerce and Advanced Studies - UGANDA **1998**

**TRAINING COURSES & OTHER CERTIFICATES**

UAE Driving certificate (Permit) - Al Ahli Driving Center, Dubai (UAE) **24/06/2014**

Unit Leadership Training – Mukono (UGANDA) **2009**

Insurance Certificate of Proficiency (COP) – Nairobi (KENYA)  **2009**

Insurance Certificate of Proficiency (COP) – Nairobi (KENYA) **2008**

Effective Selling Skills Seminar – Kampala (UGANDA) **2005**

Quality Customer Service Workshop – Kampala (UGANDA) **1998**

**LANGUAGE(S)**

English|| Spoken: Good

||Written: Good

**ADDITIONAL INFORMATION**

**HOBBIES & INTERESTS**

Well rounded and participative in current events.