CURRICULUM VITAE

**GERALD**

[**GERALD.332777@2freemail.com**](mailto:GERALD.332777@2freemail.com)

**PERSONAL DETAILS**

Date of birth : 15th August 1981

Nationality : Ugandan

Sex : Male

Marital status : Single

**EDUCATION**

2004- 2005 : Ideal Training Center, London England

International Diploma in Business Administration

2003-2004 : South Chelsea College, London England

Diploma in Computer Studies Year 1 – Foundation

1999-2001 : Standard High School,

Advanced Level Certificate

1994 - 1998 : Busoga College Mwiri

Ordinary Level Certificate

1986 – 1994 : Buganda Road Primary School,

Primary School Leaving Certificate (PLE)

**CERTIFICATE COURSES**

Dec 2016 : Certificate in Hospitality Management- Hotel Management

Aug 2012 : Customer Service and Telephone Management

Certificate of Completion

2001-2002 : Airways Tourism and Hotel Institute,

Certificate in Airways and Tourism Reservation Systems

2001 : Click Computer Center

Certificate in Computer Applications

**OBJECTIVE**

To be at the forefront of leadership, growth, learning and development initiatives within the organization I serve so that maximum value, high quality & excellence in governance and quality service are the resulting outcomes from all activities I engage in and in so doing grow within the organization to executive leadership levels and as such, help the organization achieve its set goals and targets.

# EMPLOYMENT RECORD

|  |  |  |
| --- | --- | --- |
| 2011 – to Date | Customer service relations Advisor | MultiChoice Uganda Limited |
| 2007 - 2011 | Customer service relations advisor,  Mobile Money Dep’t | MTN, Uganda. |
| 2007- 2007 | Data Entrant | PEAS Uganda. |
| 2005-2006 | Placement Staff - (Catering) | Blue Arrow Agency, London England |
| 2004-2005 | Fleet Driver | WH Smith, Media Group, London, England. |
| 2003-2004 | Customer Service Assistant (Catering Department) | Cater Ham School, London England. |
| 2001 | Customer Service Advisor | Click Computer CenterKampala, Uganda. |
|  |  |  |

**TRAINIING AND ARCHIEVEMENTS**

Aug 2012 Ankam Tele Consultants and Trainers Limited

Customer Service and Telephone Management

Certificate of Completion

2007 MTN UGANDA,

Certificate of Achievement,

Customer Service Training and Management.

Jan 09” and Certificate of Appreciation,

Nov 09” Best Performing Team in Terms of Customer Service Relations

Awarded by MTN Uganda

**EXPERIENCE RECORD**

1. Over 5 year`s Customer Service Relations- MultiChoice Uganda Limited

**PERSONAL QUALITIES & SKILLS**

* Professional with highly developed Analytical skills
* Good interpersonal skills, communication and leadership skills
* Accomplishes goals through people and is flexible and adaptable.
* Optimistic and enthusiastic, builds confidence in others.
* Highly proficient in English language, both written and spoken.
* Welcoming, friendly and helpful attitude
* Very tactful and diplomatic
* A logical approach to work
* High degree of attention to detail
* Proven record of working as part of a team
* Demonstrated ability to deal with special or difficult situations
* Profound ability to work professionally under pressure

| Skill Name | Skill Level | No. of years of experience |
| --- | --- | --- |
| Ms Word | Expert | 6 |
| Ms Excel | Expert | 6 |
| Ms PowerPoint | Intermediate | 3 |
|  |  |  |