CURRICULUM VITAE

**NAMUKWAYA**

**NAMUKWAYA.335660@2freemail.com**

**PERSONAL PROFILE**

Sex: Female

Date of birth: 3RD January 1985

Place of Birth: Kampala-Mulago

Marital status: Married

Nationality: Ugandan

Visa status: Visit Visa

**PROFILE SUMMARY**

Flexible with good interpersonal skills, excellent communication skills, strong commitment to maintaining high standards to ensure customer satisfaction, able to deal with multi-cultural clientele, possessing strong analytical skills, creative, innovative, multi skilled with ability to plan and manage business territory and setting up rapport with customers.

**COMPETENCE AND SKILLS**

* Sales and marketing skills.
* Secretarial and administrative skills
* Proficient in Microsoft office
* Working to my best with little or no supervision
* Strong analytical skill and practical ability
* Excellent verbal and written interpersonal and presentational skills.
* Excellent communication skills and ability to interface with various groups, customers and partners.
* Administrative and managerial skills

**OBJECTIVE**

To seek a challenging position in an organization; where my qualification and experience will be an asset. I have worked in the customer service field and would highly be gratified by continuing my career. This will help me uplift personal growth encouraging advancement through skill acquisition and job enrichment, which is and has always been my passion.

**WORKING EXPERIENCE**

 2014 - 2016 Kuwait Food Company (KFC) as a **CASHIER** and **WAITRESS**

Since its inception in Kuwait back in 1964, Americana Group has grown into one of the largest and most successful corporations in the Middle East and North Africa region including, Hardees, known for the best sandwiches, spicy and curry flies, flesh and soothing milk shakes e.t.c

**DUTIES** **AND RESPONSIBILITIES**

* Welcoming guests with a friendly greeting, taking orders and provide a five star service.
* Take in guests payments both cash and card transactions.
* Serve food and beverages to guests.
* Check regularly with customers to make sure that they are enjoying their meals and take action to resolve any complaints.
* Explain how a variety of menu items are prepared, describing constituents and cooking methods.
* Stocked bussing stations.
* Cleaned stations and swept floors.
* Take dishes and glasses away from tables and counters and transfer them to the kitchen.
* Provision of customer care to customers and ability to help customers resolve their purchase.
* Responsible for developing own portfolio of customers.
* Informing customers of the new different products.
* Putting a clear display of all promotional items and highlighting all available promotions for easy selection by the customers.

**2011- 2014 Kampala Protea Hotel as RECEPTIONIST**

**Protea Hotel is a five Star hotel located in the heart of Kampala city, having a series of hotels under it all over east, central and southern Africa and beyond.**

**DUTIES AND RESPONSIBILITIES**

* Ushering in hotel guests and give the first impression of our hotel
* Giving detailed information of all packages and services provided by the hotel
* Updating company records as per my department
* Receiving payments on behalf of the hotel
* Receiving incoming and outgoing correspondences and directing them to the rightful destination
* Daily stock taking exercise at the front office
* Forwarding and Replying to incoming and outgoing emails
* Handling simple complaints from our clients such as maintenance complaints
* Ensuring a good information flow from clients to the managerial departments
* Always giving a clear feedback to my superiors

**2010 – 2011 Events Management And Media Agency (EMMA) as ADMNISTRATIVE ASSISTANT**

**An invents management firm which deals in organizing Parties by providing a wide range of products such as tents, public systems, decorations. Chairs and tables, hires venues, organizes conferences and seminars e.t.c. it has provided outstanding business over the years from 2008 to date.**

**DUTIES AND RESPONSIBILITIES**

* **Handling secretarial and clerical work for my superiors**
* **Receiving of clients and giving them firsthand information on our products**
* **Setting meetings and taking minutes**
* **Providing well detailed reports and records from previous meeting**
* **Updating my superiors on everything in the company**
* **Responsible for stock taking**
* **Receiving and replying t**
* **Receiving and replying to incoming and outgoing correspondences**
* **Supervising my surbonates making sure all things are done to the expectations of our superior’s standards**

**FORMAL EDUCATION**

2005- 2008 KYAMBOGO UNIVERSITY: BACHELORS OF ADMNISTRATIVE AND SECRETARIAL SCIENCE

Kampala, Uganda (E. Africa)

2002-2004 KAMPALA SECONDARY SCHOOL: UGANDA ADVANCED CERTIFICATE OF EDUCATION, Kampala, Uganda. (UACE)

1999-2002 KAMPALA SECONDARY SCHOOL: UGANDA CERTIFICATE OF EDUCATION

Kampala, Uganda (UCE)

1992-1998

AMUDAT EDUCATION CENTRE: UGANDA PRIMARY LEAVING EXAM (UNEB)

Kampala, Uganda

**Hobbies:**

* Reading
* Interacting/making friends
* Swimming