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### **Personal Details**

**Name** : Kaddu

**Nationality :** Ugandan

**Gender :** female

**Marital Status**  **:** married

**Visa Status** **:** Residence

Email Kaddu.338280@2freemail.com

**CAREER OBJECTIVE**

To work in a challenging position within the corporate sector, one which will make the best use of my existing skills and experience acquired previously while enabling further personal and professional fulfillments and development. To seek a progressive position leading to client satisfaction, client loyalty and increased profits through hard work, dedication and learning.

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| **WORK EXPERIENCE****ANN KLEIN (JAN 2015 TO DATE)****Designation: Assistant Manager****Responsibilities*** Trains store staff by reviewing and revising orientation to products and sales training materials; delivering training sessions; reviewing staff job results and learning needs with retail store manager.
* Evaluates competition by visiting competing stores; gathering information such as style, quality, and prices of competitive merchandise.
* Purchases inventory by researching emerging products; anticipating buyer interest; negotiating volume price breaks; placing and expediting orders; verifying receipt.
* Promotes sales by demonstrating merchandise and products to customers.
* Helps customers by providing information; answering questions; obtaining merchandise requested; completing payment transactions; preparing merchandise for delivery.
* Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions.
* Maintains inventory by checking merchandise to determine inventory levels.
* Prepares reports by collecting, analyzing, and summarizing information.
* Maintains quality service by establishing and enforcing organization standards.
* Maintains professional and technical knowledge by attending educational workshops
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**APPAREL COMPANY (Dec 2011 –DEC 2014)**

**Nine West Brand**

**Designation: Senior Sales Associate/Cashier**

**Responsibilities**

* Assist in floor moves, merchandising, display maintenance, and housekeeping.
* Communicate customer requests to management and Maintain accurate customer database of industry contacts for mailings, reporting and marketing programs and ensure that customer needs are taken into account
* Assist in completing price changes within the department.
* Participate in year-end inventory, cycle counts and target making.
* To provide an excellent customer service being at all time helpful, cheerful and knowledgeable about the products involved.
* To maintain Retail standards in all ways for the effective running of the showroom.
* To provide customer satisfaction by delivering exceptional customer service.
* To have a clear understanding of the section and providing product knowledge to customers
* Communicate appropriately with customers including proactive greeting and acknowledgement
* To take ownership and effectively deal with customer queries and complaints.

**Entebbe |International Airport (Uganda)**

**DESIGNATION: CUSTOMER SERVICE**

 **RESPONSIBILITIES:**

* Dealing with passenger enquiries about flight departures and arrivals
* Checking passengers in and allocating seat numbers.
* Checking passport and visa validity, number of entries in a specific country.
* Responding with the customers enquiries at the airport both in person and as well as on phone.
* Advising passengers about restrictions on luggage and ensure that no dangerous goods are carried by a passenger
* Weighing baggage and scanning
* Taking care of people with special access needs, and unaccompanied children
* making announcements regarding the flight arrivals and departures and safety instructions

**AIR UGANDA**

**DESIGNATION: CUSTOMER SERVICE**

**RESPONSIBILITIES:**

* Dealing with passenger enquiries about flight departures and arrivals
* Checking passengers in and issuing of boarding passes and luggage labels.
* Allocating seat numbers and keeping all necessary information regarding departures and arrivals.
* Coordinating with the crew members on board and sorting out issues related to cleanliness practices in the cabin area.
* Advising passengers about restrictions on luggage.
* Taking care of people with special access needs, and unaccompanied children
* Making online reservations for various itineraries and performing other tasks as required by the aviation.

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| **PROFFESSIONAL TRAINING** |

* Bachelors Degree in Tourism Operations and Management (Nkumba University)
* Diploma in Tourism operations
* Certificate in Hotel management
* Integrated Environmental planning and Management(Malaysia)

**EXPERIENCED AREAS:**

* Customer service and Call center
* Strategic Planning
* Aviliation
* Travel and Tourism
* Sales and Marketing
* cashier

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| **GENERAL INTEREST /HOBBIES** |

* Partying and meeting new people
* Adventure especially getting to new places.
* Sports include Badminton ,Chess, Football women
* Watching movies

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| **Language Proficiency**  |

* Speak ,Read, Write and well conversant in English and French

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| **SKILLS** |

* System skills(operate personal computer, wireless equipment, copier and fax machine) ,coordinating and planning
* Excellent organizational, interpersonal and leadership skills
* Strong Communication Skills and Right Attitude
* Result Orientation
* knowledge of telephony equipment and technology
* Initiative, Flexibility, Professionalism
* Team -Work.

**COMPUTER SKILLS**

* Micro soft word
* Excel
* Power point
* Internet use

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| **Referees** |

Available upon request

I hope to have given a pretty exhaustive Summary of my self-kindly feel free to contact me, should you dean to have any opening