

Plakiseda

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**CAREER OBJECTIVES**

Seeking a company that can nurture and maximize talents, interests and ideas of its’ individuals to the benefits of the individuals and the company itself through providing more options, challenges and development.

**PERSONAL ASSESMENT**

* Excellent reputation with customers as a competent, knowledgeable and helpful professional.
* Honest reliable and reproductive personality with ability for growth.
* I have analytic and organisational skills, fierce motivation and unwavering drive.
* Ability to respond to emergency situations rapidly.
* Good team work skills and a good team player.
* Passionate and very hardworking
* Driven to quality standard with consistency.
* Self-motivated and able to work under pressure.

**PROFESSIONAL EXPERIENCES**

**CAFÉ BARBERA**

**Dubai, UAE**

**October 2014 – December 2016**

**Cashier and Waitress**

**Duties and Responsibilities**

* Answering customer questions regarding food products.
* Asking customers questions in order to build a better understanding of their needs.
* Preparing sales areas.
* Checking the shop floor for out-of-date and damaged equipment.
* Ordering and organizing the delivered items to the shop.
* Listening out for and identifying opportunities to cross sell additional products and services.
* Logging information onto computer systems.
* Meeting and greeting customers in a friendly and timely manner.
* Engaging in conversation with customers sometimes.
* Preparing invoices at the time of service and processing payment.
* Carrying out customer service assessments to identify and prioritize needs.
* Maintaining a thorough understanding of all company products and processes.
* Answering incoming store calls.
* Confirming orders placed by customers via the phone, post and internet.
* Taking customer orders and preparing them

**PUBLIC PROCUREMENT AND DISPOSAL OF PUBLIC ASSETS AUTHORITY(PPDA)**

**KAMPALA, UGANDA**

**2012-2014**

**Receptionist/registrar**

**DUTIES AND RESPONSIBILITIES**

* Attend to visitors and deal with inquiries on the phone and face to face.
* Supply information regarding the organization to the general public, clients and customers.
* Answer telephone, screen and direct calls
* Take and relay messages
* Provide information to callers
* Greet persons entering organization
* Direct persons to correct destination
* Deal with queries from the public and customers
* Ensure knowledge of staff movements in and out of organization
* Monitor visitor access and maintain security awareness
* Provide general administrative and clerical support
* Prepare correspondence and documents
* Receive and sort mail and deliveries
* Schedule appointments
* Maintain appointment diary either manually or electronically
* Organize conference and meeting room bookings
* Co-ordinate meetings and organize catering
* Monitor and maintain office equipment
* Control inventory relevant to reception area
* Tidy and maintain the reception area
* I arranged files in the cabinets according to their categories and filed the delivered letters.
* I recorded outgoing letters and circulars, dispatched them and availed the required files.
* I attended the stock taking meeting and confirmed engraved numbers.

**KEY COMPETENCIES**

* verbal and written communication skills
* customer service orientation
* information management
* organizing and planning
* attention to detail
* reliability
* stress tolerance

**EDUCATIONAL BACKGROUND**

* Bachelor’s Degree in Office and Information Management Makerere University Business School (2011-2014)
* Uganda Advanced Certificate of Education Mbogo Mixed Secondary School(2008-2010)
* Uganda Certificate of Education (2005-2008)

**ACHIEVEMENTS**

* Strong ability to work with others, communicate effectively both verbally and in writing.
* Exceptional organizational and time management skills.
* Profound ability to initiate, plan and complete daily activities with minimal direction.
* Three (3) years of (full-time equivalent) verifiable direct face to face customer service experience involving dealing with diverse and large groups of people.

**SKILLS AND HOBBIES**

* Meeting new friends, traveling, Internet Browsing,
* Communication Skills -I have dealt with people from different walks of life and culture and acquire the necessary skills in intercultural communication.

**REFEREES**

* Available upon request.