**Curriculum vitae**

**Name: BRIDGET**

**Email:** **bridget.369408@2freemail.com**

**Visa: visit visa**

Dynamic, enthusiastic and service-oriented professional with vast experience within diversified industries. Proven track record in administration, clerical functions, client relations and customer service with exceptional skills in prioritizing job responsibilities in an effective and organized manner, multitasking on several assignments, meeting deadlines and maintaining strict confidentiality of records. Tact in dealing with multicultural clients, delivering service at the highest quality standard and ensuring customer satisfaction with excellent communication, coordination, time management and interpersonal skills

**KEY ACHIEVEMENTS**

* Successfully achieved performance parameters as well as organizational goals and objectives.
* Consistently demonstrated resourcefulness and initiative in support of top management with flexibility in working well in cross-functional teams with a good sense of urgency to complete multiple tasks within strict deadlines.
* Demonstrated integrity and strong work ethic in maintaining confidentiality in official records.
* Recognized as a quick learner and can easily adapt to company processes.
* Established good working relationship which late Contributed to company profitability,
* Improved customer service satisfaction 99% annually through supply chain management initiatives, inventory control and flexible manufacturing practices

**ACADEMICQUALIFICATION**

* 2008-2010 KABAALE INSTITUTIONS DIPLOMA
* 2005-2007 NAMUNGOONA SECH SCHOOL CERTIFICATE

**EXPERIENCE**

**EMPLOYER: ENTEBBE HANDLING AIRPORT SERVICES – UGANDA (ENHAS)**

**POSITON:GUEST SERVICE AGENT**

**PERIOD: MARCH 2014 TO PRESENT**

* Playing an active role during delays and disruption whilst ensuring that our guests are cared for in the most appropriate manner.
* Providing meet and greet, escort and queue combing duties as required.
* Taking an active role in emergency response and business continuity activations and exercises.
* Ensuring that opportunities to optimize excess baggage revenues are identified and delivered.
* Meeting and greeting guests, paying special attention to those with special needs.
* Other adhoc duties as detailed by the business as and when required.
* Responsible and accountable for identifying safety risks in accordance with risk assessment process, and ensures that adequate risk mitigation steps are appropriately implemented in order to ascertain safety within the workplace.

**EMPLOYER:Hotel Equatorial Uganda**

**POSITON:Front Desk Receptionist**

**PERIOD: OCT2013 – JAN 2014**

* Answer customer's calls and guide them by solving their predicaments.
* Receive and greet clients politely, leaving a positive impression of the hotel.
* Setup appointments for managers and clients as per request with due consideration to their schedules.
* Coordinated with the staff at meetings and conferences to make arrangements for refreshments and meals.

**FEB 2013 TO SEPT 2013 Hotel Equatorial**

**WAITRESS**

* Greeting customer ,took orders arranged tables settings and maintained cleanliness in timely fashion
* Communicated with customers to resolve complaints or ensured satisfied also checking with the customers they enjoyed their meal
* Worked closely with the team members  kitchen staff and following all relevant health departments, rules and regulations are met
* Delivered checks and corrected payments

**EMPLOYER: ALSAYER GROUP OF COMAPANY. CARRIBOU SHOP DUBAI**

**POSITON: CUSTOMER CARE REPRESENTATIVE/CASHIER**

**PERIOD: MAR 2010 – 2012DEC**

• Monitor stock levels and share findings with managers.

• Provide pricing and delivery information

• Perform customer verifications

• Setup new customer accounts

• Process orders, forms, applications and requests

• Receive, check and shelve merchandise

• Greeting guests and introducing and addressing them by their names.

**EMPLOYER: JAVA café COFFEE Uganda**

**POSITON: WAITRESS**

**PERIOD: JAN 2009 – FEB 2010**

* Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
* Clean or sanitize work areas, utensils, or equipment clean service or seating areas.
* Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
* Provide customers with product details, such as coffee blend or preparation descriptions also Receive and process customer payments.
Serve prepared foods, such as *muffins, biscotti, or bagels.*
* Take customer orders and convey them to other employees for preparation, Create signs to advertise store products or events.
* Demonstrate the use of retail equipment, such as espresso machines, Prepare or serve menu items, such as sandwiches or salads.
* Set up or restock product displays also Slice fruits, vegetables, desserts, or meats for use in food service.

**EMPLOYER: KATATUBA SPORT CENTRE UGANDA**

**POSITON: sales agent**

**PERIOD: MAY 2007 – JAN 200**

**Duties**

* Generate group ticket sales through telemarketing, referrals, networking events, outside appointments and, when necessary, stadium visits
* Service and up-sell existing group ticket accounts
* Provide daily sales reports and weekly activity
* Assist Account Executives in setting meetings with key decision makers of youth clubs
* Assist Account Executives in setting meetings with key decision makers of community and corporate groups to drive new ticket sales
* Establish strong relationships with group clientele for group outing renewals and referral leads
* Provide quality service to all group clientele
* Staffing of ticket sales tables during game day and all outside events including luncheons,

Business /trade shows, conventions, etc.

**CORE SKILLS**

* Administration Skills with Strong communication skills.
* Customer Service & Coordination
* team player
* Inter-personal Skill
* Accounting skill and Strong Analytical skills
* Entering and Management of data in the system.
* Problem-solveCalm, efficient, organize and Good computer skill.

**LANGUAGES PROFICIENCY**

English- fluent

Swahili - fluent

**DECLERATION**

I **BRIDGET** hereby certify to the best of my knowledge that the above information correctly describes my qualifications and experience. My academic documents are certified by the ministry of interior UAE.