 **DEO**

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**Gender: Male**

**Nationality: Ugandan**

**PERSONAL PROFILE & CAREER OBJECTIVE**

**An experienced customer focused individual working towards customer satisfaction and upholding the company image as well as being able to participate and contribute to the attainment of the organizational goals and objectives.**

**As customer service advisor, am looking towards a placement that offers a scope for career growth and opportunies to workindividuallyand asa team to provide solutions to customer satisfaction and derive company goals.**

**Skills And Competences**

* Excellent interpersonal and customer relationship-building handling skills
* Good communication, negotiation and complaint handling skills
* Computer survey: proficiency in MS Office Word, Database, Outlook$ internet
* Highly motivated, proactive and a team player with initiative.

***Courier In Cash And Transit (CIT) Department G4S Abu Dhabi March 2016 to present***

* ***Responsibilities***
* ***Greeting clients upon arrival at assigned destinations.***
* ***Counting and ensuring the actual amount of money before transit.***
* ***Physical transfer of banknotes and coins from/ to assigned destinations. Including large retailers, ATMpoints, large retailers and other premises holding large amounts of cash such as ticket vending machines and parking meters.***
* ***Cash handling, transportation and processing***
* ***ATM replenishment***
* ***Cash and Cheque depositing***
* ***Security Officer G4s Yas Mall Abu Dhabi, Nov 2014-March 2016***
* ***Responsibilities***
* ***Receiving customers with a friendly and approachable manner at the mall entrance.***
* ***Being keen and vigilant to strange things that may mean harm to the people in the area.***
* ***Responding quickly and correctly during crisis in order to put control on the situation.***
* ***Observing and reporting incidents to the appropriate authorities such as the fire services in case of fire outbreak, police in case of crime, robbery among others***
* ***Providing a safe environment by preventing violence and crime on location.***
* ***Security guard G4s Carrefour Dalma Mall Abu Dhabi, Feb 2013-Oct 2014***
* ***Responsibilities:***
* ***Patrolling industrial and commercial premises to prevent and detect signs of intrusion that might cause harm or damage.***
* ***Monitoring and authorizing entrance and departure of employees, visitors to maintain safety of the premises.***
* ***Writing reports of daily activities and irregularities such as equipment or property damage, theft, among others.***
* ***Circulating among customer, employees and patrons to preserve order and protect property.***
* ***Warning customers of rule infractions or violations and evicting violators from the premises.***
* ***Answering radio calls to take messages, answer questions and to provide with any necessary information required.***
* ***Sales Personnel at Standard Super Market Limited, Uganda* April 2011-Dec 2012**
* **Responsibilities;**
* **Ensure that each customer receives outstanding service by providing a friendly environment, which included greeting and acknowledging every customer**
* **Assist customers with inquiries and complaints and provide needed information and help in locating merchandise**
* **Manage all customer phone calls and inform on various available products and promotions**
* **Monitor and resolve all customer issues efficiently and ensure customer retention to the organization**
* **Analyze processes, inform supervisor on issues that aggravate customers and recommend resolutions**
* **Maintain dispatch details of products, process order and time and inform customer of status**
* **Communicate customer requests and suggestions to management maintaining solid**
* **Product knowledge and awareness of all promotions and advertisements, and all other aspects of customer service**
* **EDUCATION & QUALIFICATIONS**
* **Uganda Advanced Certificate of Education at Good Shepherd Secondary School, Uganda 2011-2013**
* **Uganda Certificate of Education at Good Shepherd Secondary School, Uganda 2007- 2010**
* **OTHER PROFESSIONAL TRAINING AND COURSES**
* **Certificate in Computing**
* **LANGUAGES**
* **English Excellent**
* **Luganda Good**
* **Swahili Good**
* **Lutoro Good**
* **INTERESTS**
* **Love for adventure and making new friends**
* **I like travelling and exploring**
* **I like reading, watching movies and documentaries**
* **REFEREES**
* **Available on request**