****

**KABEGA**

**Email:** [**kebega.387828@2freemail.com**](mailto:kebega.387828@2freemail.com)

**CAREER OBJECTIVE**

To find a suitable position with a reputed company in order to utilize my skills, expertise, and experience. I am looking for a position where I can grow professionally and use my skills to benefit the company

**EDUCATION QUALIFICATION**

**2014 – 2015 - ST. MARY’S MBUYE HIGH SCHOOL**

* Advanced Certificate (Diploma) in Information and Communication Technology (ICT)
* Uganda Advanced certificate of Education (UACE)

**2010 – 2013 - KIBAALE SENIOR SECONDARY SCHOOL**

* Certificate in Information and Communication Technology (ICT)
* Uganda certificate of Education (U.C.E)

**CORE QUALIFICATION SUMMARY**

* Great customer service skills and helpful mentality
* Proficient in computer skills, programmes and systems
* Time management and the ability to conduct additional administrative work
* Able to work independently and maintain a positive attitude within a very busy environment
* Eager and able to learn new systems and procedures quickly and efficiently to help me do my job to my fullest capabilities.
* Proven loyality to a company and career stability
* Exceptional ability to multitask and remain organized
* Knowledge of confidentiality laws and regulations

**WORK EXPERIENCE**

**From November 2017 up to date. Housekeeping**

* Ensuring that all locations of my daily rota are clean so as to keep the hotel to the highest of standards.
* Assisting customers by providing detailed information, resolving their complaints and putting smiles on their faces
* Reporting any damage, safety issues, maintenance problems and potential hazards to the management
* Preparing pantries and ensuring a certain level of hygiene is maintained at all times.
* Helping assist fellow staff in other departments to deliver and ensure that guest receive the best service possible in a quick and diligent manner. By working as a team we would exceed the expectations of the hotel and guests alike.

**From October 2015 - November 2017 Receptionist in Serena Hotel Kampala Uganda.**

* Placing phone calls to confirm and schedule appointments reservations and orders among other duties.
* Entering customer, guest, client and employee information into the log book and computer system
* Create company and building directory as well as documents explaining products and services
* Check in guest and administer a guest pass to be worn during their stay
* Remain familiar with all hotel products and services as well as departments and employees to maintain a high level of knowledge at all times.

**From 2013 – 2015 Receptionist Rakai District Headquarters Uganda.**

* Input customer, client, guest and employee information into computer system for easy reference
* Answer all incoming phone calls and inquiries.
* Scheduling appointments for officers
* Handling files and information.
* Ensure the highest level of security and procedures are maintained at all times, which included collecting information of every individual who entered the premises.

**LANGUAGES**

* English
* Swahili
* Luganda

**HOBBIES**

* Reading
* Watching news and movies
* Making tours and outings with friends

**ACHIEVEMENTS AND AWARDS**

* Successfully managed information and files
* Secured security by keeping data about every person who could enter the building
* Appointed as **supervisor** after one year at Serena Hotel
* Headed other team members through motivation, delegation and instruction.
* Trained new team members
* Appointed **team leader** at JW. Marriott marquis Hotel Dubai.