**CURRICULUM VITAE**

**First Name of Application CV No 450990**

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**PERSONAL DETAILS**

Nationality Ugandan

Marital status Single

Gender Female

Religion Christian

Language English {fluency in writing and speaking}

**CAREER OBJECTIVE**

To seek challenging position in a reputable organization where my qualification and experience will be an asset. The job should offer an opportunity for personal growth encouraging advancement through skill acquisition and job enrichment.

**PERSONAL ATTRIBUTES**

* Excellent communication skills
* Dedicated to work and trustworthy
* Reliability and flexibility in time schedule
* Fast learner and ready to take up new challenges

**WORK EXPERIENCE**

AlKWATER WEDDING SERVICES(United Arab Emirates)Dubai.

Customer serviceand sales Representative (2013-2015)

Company Name; Ski Dubai snow prow shop, rentals, Front upseller. ( sales associate)

Company Name; Vox Cinema ie floor, café, cadibar.

Duties and Responsibilities;

* Drive customer service growth by conducting customer needs assessment, providing solution-oriented answers and delivering impeccable follow through.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Guided and helped guests to sit in their respective seats in accordance to their numbers.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.
* Communicated directly with customers by phone, electronically or face to face.
* Wrote and kept accurate records of discussions and correspondence with customers,
* Managed and supervised a team of customer services representatives.
* Provided customer service team with feedback.
* Met with other team managers to discuss possible improvements in customer service and company’s products.
* Trained and coached team members to deliver a high standard of customer services
* Kept ahead of technology developments by attending professional courses.

**Hostess and Receptionist 2013-2015 ( world Trade Centre, Crown Plaza, St Regis (Yas Island).**   
• Warmly greet guests and bid a tender departure and invite to visit again,  
• Find out the seating place of guests as per requirement,  
• Present menu and hot deals of the day,  
• Run waitlist, gauge kitchen, servers and general dining room performance,  
• Ensure that requirements for all guests are met; including small children, disabled or food allergic guests,  
• Examine and maintain the entrance area, doors, windows in addition to menu covers and inserts,  
• Create new settings as per requirements and clear additional settings if not needed,  
• Greeted and seated guests at the same time as monitoring the flow of guests in keeping with seating chart and servers,  
• Gave quick and exact information and directions to guests,  
• Answered all questions regarding the menu and services

.Prepared statistical, financial and management reports for distribution to both internal and external customers,

• Ensured coverage of the hostess stand at all times,  
• Answered phones, took messages and made reservations.

**Kanase Consultants Kampala Uganda 2011-2013**

**Personal Secretary to the General Manager**

Highly determined individual with progressive experience working in a secretarial role. Track record of handling administrative and clerical functions with professionalism and tact. Possess great capability to make decisions where precedents are not established. Hands on experience of using diplomacy and discretion while handling confidential information.

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| **KEY SKILLS AND EXPERTISE** |  |  |
| ● Calendar maintenance | ● Meetings coordination | ● Handling phone calls |
| ● Files maintenance | ● Recording minutes | ● Travel arrangements |
| ● Records organization | ● Reports preparation |  |
| ● Letter / memo composition | ● Meetings arrangements |  |

**PROFESSIONAL EXPERIENCE**

Took telephone calls and relayed messages  
• Maintained diaries and arranged appointments  
• Typed documents and manage filing activities  
• Organized meetings and prepared agendas and materials  
• Handled correspondence, Coordinate office management activities to aid executives  
• Research and compile confidential documents  
• Take and record minutes of the meeting  
• Screen incoming correspondence and ensure delivery to intended recipient  
• Create and maintain a liaison between executives  
• Compose letters and other correspondence  
• Review and proofread documents for executives’ signatures

**RELATED CAPABILITIES**  
• Dynamic organizational skills  
• Ability to work on own initiative  
• Capability of communicating effectively

Micro Enterprise Development Network Kampala Uganda 2009-2011

Duties and Responsibilities;

* Cashier; Receiving clients repayments, monetary savings and among others that is to say balancing off the cash at the end of the day.
* Mobilizing clients in different areas around Kampala.
* Customer care, Helping the clients know about our services we offer, terms and conditions plus benefits and helping them fill the forms due to ignorance of a few clients.
* Loan Tracking; loan recovery which involved making sure that the clients repay back the loan in time before the due date.
* Auditing the customers files, making sure that all the files used were paid, contacts and basic information of clients are filled in the forms and among others.

**ACHIEVEMENTS**

* Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.
* Learned about products and services and kept up to date with changes
* Evaluated changing factors frequently to achieve high customer satisfaction level.
* Analyzed statistics and other data to determine the level of customer service performance achieved by the team

**EDUCATION AND PROFESSIONAL QUALIFICATIONS**

**2008-2012**

**Kyambogo University bachelor of microfinance**

**2006 – 2009**

**Kyambogo University (Bachelors of Arts in Economics)**

**2004-2005**

**St Mary’s Kitende (UACE)**

**UNIVERSAL COMPUTER INSTITUTE**

Certificate in Computer Application

* + Introduction to computers and computing systems,
  + Introduction to operating systems,
  + MsWord,
  + Ms Excel,
  + Ms Access,
  + MsPowerPoint,
  + Web technology,
  + Corel Draw

HOBBIES;

. Traveling

.Reading

.Swimming