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**PROFILE**

Date of birth: 28 November 1994

Height “5” “6” weight 51

Chocolate color, Ugandan,

**POSITION APPLIED:** RECEPTIONIST

A well presented, professional and confident in customer service. Have an outgoing personality, self motivated and comfortable working in a fast paced environment with the ability to work with a multi cultural team. Possess a heart for excellent customer service and prepared to take on any task. I’m looking to continue my career in the service industry and use my experience to contribute to a fast growing company.

**WORK EXPERIENCE:**

ROLE PLACE YEAR

Receptionist Serena hotel 2013

Customer care agent tourist hotel 2014

**RESPONSIBILITIES FOR RECEPTIONIST**

* Welcoming visitors by greeting them in person or on telephone, answering or referring inquiries
* Directs visitors by maintaining employee and department directories, giving instructions.
* Maintains security by following procedures, monitoring logbook, issuing visitor badges.
* Providing great customer service to customer coming in

**EDUCATION:**

2014-2015 career institute diploma in International air transport association (IATA)

2012-2013 Ntinda view college Uganda advanced certificate of education (UACE)

2008-2011 Kakungulu high school Uganda certificate of education (UCE)

**ACHIEVEMENTS / AWARDS:**

- Certificate in communication skills

-Certificate in customer service skills

**LANGUAGES:** - English fluent

- French basic

- Luganda fluent

**INTERESTS/ HOBBIES: -** swimming

-traveling and meeting new people and cultures

-learning new languages

- Experiencing new things like food, weather, and cultures

**First Name of Application CV No :** **482508**

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