Henry

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***CUSTOMER SERVICE***

Looking for a position of Customer Care in a company where I can make use of my diverse skills in customer service and office administration in a highly dynamic work environment.

*PERSONAL DETAILS:*

Nationality : Uganda

Date of Birth : 12/06/1981

Sex : male

Marital Status : Single

Visa Status : Visit Visa

***COMPETENCIES***

* Am Quick and Flexible
* Having a friendly & professional manner.
* Having a professional manner with an emphasis on hospitality and guest service.
* Calm, efficient and organized.
* Friendly disposition with clear spoken English.
* Excellent personal presentation and interpersonal skills
* Passion for exceptional customer service
* Profound ability to ensure that the highest standards of hospitality are established

***WORK EXPERIENCE***

***2007 to 2009***

***Designation: Customer care***

Responsibilities

* Receiving and distributing email and fax messages appropriately
* Entering client data into the company’s data system
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* Answering phone calls and referring them to appropriate persons
* Arranging client files and storing them in private cabins
* Informing clients of company’s services and appropriates fees charged

***Uchumi Super market in Uganda 2011 to 2013***

**Designation: Customer Care**

**Responsibilities**

* Received guests on arrival with a friendly manner
* Create 100% guest satisfaction by providing fast and friendly genuine hospitality and by exceeding guest expectations.
* Provide guests with assistance at the front desk during chek in and check out processes and throughout their stay.
* Deal with advanced reservations, took bookings and fulfilled particular requirements
* Operated the switchboard, messages and enquiries in an disciplined manner
* Posted all transactions to make sure that all bills are kept up-to-date
* Maximize revenue and cash flow by promoting hotel services and adhering to credit and inventory control processes.

***EDUCATIONAL QUALIFICATION:***

* Uganda advanced Certificate of Education 2002
* Diploma in Commercial, Industrial Art& Design (Nkumba University in Uganda)

***LANGUAGE SKILLS:***

English Fluent

Luganda Fluent

Swahili Fluent

**INTRESTS**

* Achieving the target goal.
* Building good relationship and learning from the new environment
* Learning new developmental skills
* Learning more about the new environment and the new people
* Working in team work and achieving the new set goal’

**Reference**

Upon request