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**CURRICULUM VITAE**

**SYLIVIA**

**Email : sylivia.274105@2freemail.com**

**Dubai, UAE**

**POST APPLIED FOR : SECURITY LADY GUARD**

**CAREER OBJECTIVE:**

Aim to be placed in an organization that gives me the scope to enhance my knowledge& skills in accordance with the latest trends and be a part of the team that dynamically works towards the growth/progress of the organization.

**EDUCATIONAL BACKGROUND:**

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| **AWARD** | **INSTITITE** | **YEAR** |
| **CERTIFICATE OF SECURITY INDUSTRY REGULATORY AGENCY (SIRA)** | **SECURITY CADRE TRAINING CENTRE** **DUBAI** | **2017-2018** |
| **FIRE FIGHTING AND SAFETY PROTECTION** | **SAFER FIRE SAFETY CONSULTANCY** **DUBAI** | **2017** |
| **Diploma bUSINESS sTUDIES** **(accounting OPTION)** | **Makerere UNIVERSITY BUSINESS SCHOOL (M.U.B.S)** | **2006-2009** |
| **AdvanceD CERTIFICATE OF EDUCATION (A.C.E)** | **masaka SENIOR secondery school** | **2004-2005** |
| **UGANDA ORDINARY CERTIFICATE OF EDUCATION (U.C.E)** | **BLESEED SACRAMENT SENIOR SECONDARY SCHOOL KIMAANYA MASAKA** | **2000-2003** |

**PROFESSIONAL EXPERIENCE:**

***Company: Emirates Golf Club Dubai*.**

***Position: Team Leader***

***Date: January 2018–Todate***

**Responsibilities:**

* Report discrepancies and problems to supervisors.
* Focus the team on the tasks at hand.
* Ensure discussions and decisions lead towards closure.
* Intervene when necessary to aid the group/team in resolving issues.
* Encourage creativity, risk-taking and constant improvement.

***Company: Dell Group Dubai through Lahej & Sultan Company.***

***Position: Office Assistant/Girl***

***Date: February 2015 – October 2017***

**Responsibilities:**

* Customer service through greeting customers as they arrive and answer telephones.
* Provide office guests and staff with required refreshments and beverages
* Answering phones and distributing letters to the appropriate office team members.
* Filling office documents in their corresponding location, maintaining files as per office standards.
* Prepare meeting rooms with required documents, stationeries and beverages.
* In charge of photocopying, scanning, printing and binding office documentation as required.

***Company: Nakumatt Supermarket Kampala Uganda***

***Position: Sales Assistant***

***Date:* *March 2012 to July 2014***

**Responsibilities:**

* Greeting customers who enter the shop by Provide excellent customer service.
* Assisting Shoppers to find the goods and products they are looking for.
* Give advice and guidance on products selection to customers.
* Arrange and Stock shop shelves with merchandise and ability to stand for long hours.
* Ability to work independently, effectively, and efficiently.
* Answering customer’s queries and complaints.
* Fast learner, adapt well to changes and pressure at workplace.
* Report discrepancies and problems to supervisors.
* Keeping the shop floor and shelves tidy and clean all times.

**KEY SKILLS AND STRENGTHS:**

* Team work and Time management.
* Good Verbal and written communication skills.
* Customer service skills.
* Ability to work under pressure and meet targets and deadlines.
* Friendly, polite, helpful, honest and energetic.
* High level of attention to details and multi tasking.

**ADDITIONAL KNOWLWDGE:**

* Computerized literacy/skills in Microsoft Word, Microsoft Excel and Microsoft PowerPoint.
* Internet knowledge.

**PERSONAL DETAILS:**

* Nationality : Ugandan
* Religion : Catholic
* Language : English, Luganda and Swahili
* Visa Status : Employment Visa

**DECLARATION:**

I hereby certify that the above mentioned information is correct & true to the best of my knowledge & belief.