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| **1. Proposed position:**  | **CUSTOMER CARE SERVICE** |
| **2. Name:** | **mike**  |
| **3. Residence:****4 Country of Citizenship****5. contracts:**  | **HOR AL ANZ, DUBAI****UGANDAN** **Email:** **mike.384425@2freemail.com** **CANCELLED VISA** |

**PROFESSIONAL PROFILE .**

Acaring, modest, well presentable individual witha rich ICT background, exceptional customer care services,serving over 100,000 customers a year, experienced with dealing with clients of numerous cultures and background, comfortable withsales positions. I have mastered the persuasion formula provento generate leadsthus quick to identify an individual need .I am joyed with the genuine feeling I get putting a smile on ones face through my services Well conversant with phone Etiquette,data entry, CRM system, handling complains and resolving problems, dealing with public

**OBJECTIVE:** My primary goal is to focus on exceeding expectations of customer in service delivery, to grow the customer base by supportingmy team and excel my career with great company

**EDUCATION AWARDS institutions Date from to**

Diploma in information technology Multitech business school 2013 - 2015

Certificate in business administration Multitech business school 2012 - 2013

**EMPLOYMENT RECORD \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_**

**Al tayer group 1st Sep 2018 – present**

**Part timing**

**SALES ASSOCIATE**

* **Customer care service**
* **Organising the display**
* **Have versatile knowledge about all fashion products thus kids wear, women wear, men’s wear, footwear, bags, accessories etc**
* **Loading and offloading products**
* **Providing information about the products**
* **Have a flexible role**
* **Training**

**Azizi Developments, Candace Aster Hotel Apartment jan 14, 2018- august 2018**

**Manage by Legacious LLC, Dubai, UAE(facility Management Company)**

**Concierge / Receptionist**

* Worked as the first impression of the company, kept the hotel in order and guest smiling thus pleasant, attentive, diplomatic and professional always exhibiting exceptional interpersonal skills.
* Responsible for welcoming, interacting and assisting guests to fit into the community, Maintaining good professional relations with guest, clients, guest and employees.
* Receiving and answering all calls in the shortest period.
* Reporting to management on a weekly and monthly basis, and with immediate effect if an incident happens on the site
* Giving insights, advice and guidance as well as handling guests and residences complaints.
* Booking taxes
* Responsible for the site security, thus who to give access inside the hotel, their details, what comes inside and what leaves
* Co coordinating with the site facility management team (Azizi management, site engineer, technicians….) with guest requests ensuring excellent service to our guests and residents.
* Co coordinating the with site on ground team thus security, housekeepers, valet driver… with management and guests request
* Attend briefings to current issues, concerns and assignments of the day.
* I was responsible for the safety of residences, guest and staff on site, I was trained to manage any emergency e.g. fire outbreak, illness attracts,

**Munyoyo restore Hotel Jan2016 - Dec2017**

**Receptionist (five star hotel)**

Responsibilities at Munyoyo Restore Hotel

* Meets and greets guest in a prompt, professional and efficient manner, always displaying a genuine smile.
* Display courtesy through professional customer service when dealing with problematic guest/difficult situation.
* Coordinates meetings to ensure managementcommunicates to the public
* Register and rise guest, issues, complains to management
* Answers phone and data entry into visitor’s logs and system.
* Making reservations and bookings for our guests, setting up appointment
* Maintain high standards of personal appearance and grooming. i.e., neatly groomed.
* Be pleasant, attentive, diplomatic and professional always exhibiting exceptional interpersonal skills
* Be familiar with the basic fire prevention and response procedure systems.
* Provide information to the clients, guest
* Ensure the reception desk, lobby seating and the surrounding area is clean and well maintained.
* Typing and printing documents
* Handle all media and public relations inquires

**NakumattUganda Jan 2015– 2015 Dec**

**Sales associate (East African leading supermarket)**

* Interface with customers with a smile to identify purchasing needs and direct them to appropriate department; recommend additional products or cost-effective alternatives to enhance service and satisfaction
* Converting window shoppers to regular buyer
* Cashier (Handling cash registers)
* Organising the display (VM) guild lines
* Cleaning products in shelve & Organising inventory room
* Champion promotional items to increase sales revenues and actualize consultative sales techniques to achieve set sales goals; confirm and change price signage on designated products during seasonal promotions.
* Provide training to new employees to uphold company policies and sustain customer satisfaction

**Achievements**Awarded for best customers service with a smile in Nakumatt(in 2015)

Awarded as star performer of the month three consecutive months in one year in jubilee insurance company

**SKILLS/ STRENGHTS\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Core qualifications**

* Passion to sale and Computer skills (MS Office)
* Retail Consultative Sales, Marketing and Promotions,
* Customer care Service

**Personal skills**

* Time management, Quick decision making, multitask & flexible, Leadership, Point On Sales (POS)/
* Team player, hardworking, good communication & listening skills,
* Good customer service & People management skills. Problem solver

**Language skills:**

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| --- | --- | --- | --- |
| Language | Reading | Speaking | Writing |
| Luganda | Mother tongue |
| English | Excellent | Excellent | Excellent |

**PERSONAL DETAILS** \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

Driving Licence: Full/Clean (Uganda)

Travel document:

Visa status: **cancelled**

Experience: 3 years

Interests: Reading (current affairs), football, music, movies, Family

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award