



I am a very hardworking, self-motivated and very flexible individual who enjoys working as a team and handling challenging tasks because they present me with the ability to learn more hence adding to my knowledge and skills. I am results-oriented and I love getting to learn new experiences, meeting new people and sharing ideas.

## PERSONAL INFO

### Address

Dubai UAE

### Phone

+971-567288597

+971-565727069

### Email

mubangizigervase@yahoo.com

## SKILLS

Customer care skills

Adaptability

Multitasking

Leadership

Teamwork

Problem-solving

Collaboration

Time management

Prioritizing

Communication skills

## COMPUTER SKILLS

### MS Office

■■■■■  
Excellent

### MS Word

■■■■■  
Excellent

### MS Excel

■■■■■  
Excellent

### Power Point

■■■■■  
Excellent

### Typing

■■■■■  
Excellent

### Data Entry

■■■■■  
Excellent

### Quick Book Solutions

■■■■■  
Excellent

### Finance Solutions

■■■■■  
Excellent

## LANGUAGES

### English

■■■■■  
Excellent

## INTEREST

- Reading
- Sports
- Travel
- Computing
- Marketing
- Learning Language

## WORK EXPERIENCE

2021- 2023

### SUPERVISOR /CORDINATOR

#### HOWDRA EMPLOYMENT SERVICES DUBAI

- Making sure that employees meet performance expectations.
- Giving instructions or orders to subordinate employees.
- Ensuring that the work environment is safe, secure and healthy.
- Meeting deadlines.
- Approving work hours.
- Ensure great customer service at all levels.

2014-2016

### MARKETER/SALES MAN

#### BARU -AGRO INDUSTRIES LTD

- Contributing to the development of marketing strategies.
- Conducting market research on rival products.
- Coordinating with media representatives and sponsors.
- Working with the sales team to develop targeted sales strategies.
- Answering client queries about product specifications and uses.
- Maintaining client relations.
- Tracking sales data to ensure the company meets sales quotas.
- Creating and presenting sales performance reports.

2003-2008

### CASHIER

#### JET SET FOREX BUREAU ENTEBBE AIRPORT

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Processes return transactions.
- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.
- Enters price changes by referring to price sheets and special sale bulletins.
- Discounts purchases by redeeming coupons.
- Making purchase and sales report.
- Accurate money handling.
- Lose prevention/detecting counterfeit

### Customer Care

2001-2003

#### Civil Aviation Entebbe International Airport -uganda

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Communicating and coordinating with colleagues as necessary.
- Coordinating with the security when needed.

## EDUCATION

- Bachelors Degree in Social Adminstration -kampala International Univesity. 2006-2009
- Diploma In Business Studies-Kampala College of Business 2003 -2005
- Uganda Advanced Certificate of Education -St Peter's Boarding Secondary School -1996-1999
- Uganda Certificate of Education -St Francis College Kabale

## OTHER COURSES ATTAINED:

COURSES	INSTITUTION	YEAR OF COMPLETION	AWARDS
Airport Operations Training	Blue Ocean Institute (Dubai)	2022	Certificate
Passenger Ground Service Agent	Blue Ocean Institute (Dubai)	2022	Certificate
Customer Care Service Training	Makerere University Business School (Uganda)	2010	Certificate
Certificates in Computer Application & Introduction to Operating System	Makerere University	2004	Certificate

## ACHIEVEMENTS:

- Maintained a 90% satisfaction rating over a 24-month period as a supervisor/cordinator.
- Increased client retention by 70% by implementing an efficient grievance resolution process and customer feedback system.
- Achived sales goals by an average of 40% every quarter in 2021-2023.
- Increased customer base by 40% and improved customer response time by 11%, directly impacting sales in 2021-2023.