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|  | **ROGERS SSEKABIRA**International City, Dubai(971) 586-257-563ssekabirarogers@yahoo.com |

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| **OBJECTIVE****PROFESSIONAL SUMMARY** | To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience Motivated self-starter with experience in the field of customer care/ service with proven ability to provide a high level of service to clients |
| **HIGHLIGHTS OF SKILLS** | Excellent oral and written communication skillsFluent in EnglishExcellent customer service.Easily adapts to fast pace environmentStrong interpersonal skills and strong workerStrong leadership and organizational skillsHonest, well organized and full of integrity.Self-starter and a good time managerExcellent motivational skillsExcellent computer skills such as: Windows, MS Office, Data Entry and Internet |
| **EXPERIENCE** | April 2020 to Date- Rotana Media Hotel Dubai, U.A.E**Room Attendant*** Greeting guests and listening to their queries
* Making Beds for hotel guests
* Changing Bed Linen and Towels
* Vacuuming the floor to ensure all unwanted material is cleared from the floor
* Cleaning the bathroom and bath tabs
* Restocking guest supplies
* Emptying trash containers/ ash trays
* Dusting and polishing furniture

May 22nd. 2019 to March 2020- Jumeirah Desert Resort and Spa, Abu Dhabi, U.A.E**House Keeper*** Making Poolside setups in the Villas
* Collecting soiled linen from guests’ rooms and from pantries plus replacing it with clean linen
* Sorting and preparing linen to be sent to the laundry
* Attending to guests’ requests and queries courteously and promptly in the course of duty
* Carrying out deep cleaning in public areas like restaurants
* Working as a common pool attendant
* Inspecting all facilities, furniture, and fixtures reporting any damage to the team leader for action and follow-up
* Reporting to the team leader any unusual incidents, complaints for any discrepancies regarding the room status

September 2012 to April 2019 Sipro Educational Services, Kampala-Uganda**Sales Administrator** * Following up orders by various clients
* Reporting sales results to the sales department
* Supporting sales representatives with general operations so as to help the team realize set objectives and targets
* Collecting and addressing customers’ complaints
* Coordinating sales in all company branches
* Monitoring customer care standards in all company branches
* Monitoring the stocking of all company outlets
* Supervising operations like marketing various products and procurement of office supplies in all company branches.
* Ensuring transparency and accountability, thereby safeguarding company resources.

August 2010 to September 2012 Sunset Hotel International Jinja**, Uganda****Doorman*** Welcoming/ greeting arriving guests and showing them to the reception for check in
* Opening cars and hotel doors for arriving and departing guests
* Informing guests about the hotel services, hours of operation and local areas of interest
* Explaining room facilities to guests
* Ensuring the driveway is free from traffic obstruction at all times
* Escorting guests with a smile to their rooms
* Assisting guests with their luggage by offloading and loading to their vehicles
* Biding guests farewell
* Timely response to guests’ needs
* Delivering guests’ luggage to their room

Jan 2008- July 2010 Kyambogo University, Kampala(Uganda)**Office Administrator(Office of the Registrar)*** Creating and updating records
* Tracking stocks of office supplies
* Coordinating office activities to ensure performance of all support staff
* Welcoming visitors and directing them to the appropriate personnel
* Managing agendas like travel arrangements and appointments
* Preparing office documents for the office of the registrar
* Managing phone calls and correspondences
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| **EDUCATION** | Teaching certificate - T.E.F.L Online English Course (November 2018)Postgraduate Diploma in Teacher Education- Kyambogo University Kampala- Uganda (2009- 2010)Bachelor of Arts in Religious Studies- Catholic University of Eastern Africa, Nairobi- Kenya (2004-2008)Bachelor of Philosophy – Urbaniana Pontifical University- Rome, Italy (2000- 2004) |
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