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|  | **ROGERS SSEKABIRA**  International City, Dubai  (971) 586-257-563  [ssekabirarogers@yahoo.com](mailto:ssekabirarogers@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 skills  Fluent in English  Excellent customer service.  Easily adapts to fast pace environment  Strong interpersonal skills and strong worker  Strong leadership and organizational skills  Honest, well organized and full of integrity.  Self-starter and a good time manager  Excellent motivational skills  Excellent 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 | | |
| **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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