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|  |  | FRANCIS MPANGA  WAITER/BARISTA |
| Profile Nationality : Ugandan  Marital status : Single  Language : English  Date of birth : 07/09/1998  Visa status : Employment Visa  Am a highly motivated, confident individual with multi-tasking capabilities, with potential to work within a target driven and busy environment. I am able to communicate effectively with people from diverse back grounds and also with a record of success of convincing customers, explaining product features, performing a suggestive up selling and cross selling.  I am a pleasant, friendly and hospitable person who works collaboratively with customers ensuring customer satisfaction Contact PHONE:  +971526187020  +971588500840  EMAIL:  mpanga.frank4@gmail.com Hobbies Watching movies  Playing foot ball  Travelling and touring  Listening to music  Making TikTok videos |  | EDUCATIONSAM IGA MEMORIAL COLLEGE 2013 - 2016  During this time I got my UCE certificate[Uganda Certificate of Education] and also I got a certificate of being one of the best actors in MDD[Music Dance and Drama] SDA PRIMARY SCHOOL 2005 - 2012  During this time I got my PLE certificate [Primary Leaving Examinations] and also I got a certificate of being the best prefect. WORK EXPERIENCECARREFOUR (E-COMMERCE) 2020 – up to date   * Picking and collecting customer orders in the selling area. * Interacting with customers and help to find items of their desire * Solving customer complaints and questions * Checking quantity and quality of items before delivered  RIDERS CAFÉ NTINDA UGANDA KAMPALA (WAITER/BARISTA) 2018 – 2019   * Greeting guests and taking drinks and food orders * Delivering food from the kitchen to the guests * Staying attentive to the needs of guests in the dining area * Present menu and provide detailed information when asked. * Making an interactive selling and up selling additional products * Arrange table settings and maintain a tidy dining area  **SKILLS**  * Communiate effectively with people from diverse back grounds * Profient in handling gift wrapping duties * Skilled in recommending products according to customer requirements and specific interests * Problem solving and critical thinking |