

CURRICULUM VITEA

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Vision

Resourceful and self-motivated individual with a special talent for providing superb customer service to a multicultural population, with great communication skills and teamwork. Demonstrated ability to excel in a fast paced environment and thrive under pressure. Strong analytic and problem solving skills. Enjoy exceeding customer expectations as well as working in alternating shifts.

Skills

- Ability to work effectively under time pressure and for long and extended hours
- Retail cash handling and banking experience.
- Good numerical ability.
- Computer literate.
- Ability to multitask
- Diligence and dedication to work
- A good memory and an eye for details
- Ability to work independently as well as in a team environment.
- Great sensitivity to the needs of others
- A friendly, cheerful, and polite attitude
- A strong passion to ensure customer satisfaction
- Able to quickly learn and clearly communicate regulatory guidelines.
- Demonstrated capacity to work effectively with difficult personality types.
- Natural leadership skills and a strong team player.
- Good at problem solving (resolving) customer complaints tactfully and well.

Education Background

- Bachelor of science in accounting and finance (B.Sc.), Kyambogo university(2018-2020)

WORK EXPERIENCE

Company: Liquid Telecom Uganda

Designation: Sales executive/ customer service (2019 October to October 2021)

- Providing a warm welcome to the walk in customers.
- Explaining the company products as well as making necessary recommendations.
- Introducing new products to the customers as well as upselling.
- Resolving the clients' complaints.
- Recording customers' details in the system.
- Marketing the company's products in the field.
- Making necessary follow ups on the potential clients by contacting them.
- Answer guest queries in a polite and helpful manner.

Company: Metropolitan Forex Bureau

Designation: Sales consultant / Teller (March 2018 to March 2019).

- Handled foreign currency exchange transactions.
- Monitored the financial market and foreign currency rates alerts.
- Handled customers' financial transactions like deposits, withdraw, loan payments, transfers and cheques
- Tracked, recorded and stored information in relation to the transactions plus ensuring complete and accurate information.
- Maintained and balanced cash drawer by reconciling discrepancies.
- Anticipated the clients' queries regarding unfamiliar or questionable transactions.
- Answered customers' inquiries and referred to other bank services, cross - sold and promoted our products and services.
- Managed till stocks.
- Followed all the bank financial and security rules and procedures.
- Maintained a clean and organized working environment.

Company: Grand Legacy Hotel (KIGALI , RWANDA)

Designation :Receptionist (JAN 2017-FEB 2018)

- Greeting guests on arrival to the hotel and making them instantly feel at ease
- Processing check-ins and explaining key facilities within the hotel including the fitness center and on-site restaurant
- Taking bookings by phone, email or walk ins and recording all details in our online system
- Providing advice and information about local attractions, restaurants and transport options
- Creating final bills at check-out and processing payments
- Helping guests with special requests, for example wake-up services and taxi bookings
- Taking messages and passing them on to guests promptly
- Dealing with guest complaints or issues in a timely and professional manner
- Liaising with housekeeping staff to ensure rooms are available for check-in

REFEREES UPON YOUR REQUEST