



Muhammad Wasswa

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WORK EXPERIENCE

2017 Kampala, Uganda

ASSISTANT OF THE STADIUM (COORDINATION CENTRE) EXPRESS FOOTBALL CLUB EAST AFRICAN CHAMPIONS

- Forecast and maintain customer service performance in a fast-paced, high volume environment.
- Demonstrated mastery of product knowledge, best practices, business policy, and resolution procedures.

2018 – 2019 Kampala, Uganda

RECEPTIONIST KAMPALA SUPERIOR HOTEL

- Assistance to hotel guides in selling excursions, shifts in hotels;
- Meeting guests at the airport, escort guests from hotels to the airport;
- Assistance at the check-in counters at the airport;

2019 – 2020 Nairobi , Kenya

SUPERVISOR RESTAURANT NAIROBI KENYA DQ DIPLOMATIC QUARTER

- Assisting in resolving clients' issues and complaints.
- Greeting and welcome to the guest.
- Working closely with all serving and kitchen staff.
- Making schedule for the staff.
- Working with VIP, VVIP guests (princes)

2020 – 2021 Kampala , Uganda

ESL ENGLISH TEACHER (+ONLINE TEACHING) ELITE ACADEMY

- Teaching English to students aged 8 to 16
- Holding events in English (English corner, Halloween, Christmas, New Year etc)
- Making lesson plans
- Participation in parent meetings and school events
- Conducting online lessons (during holidays)
- Recording educational and entertaining videos in English for students

2021 – CURRENT Dubai, United Arab Emirates

GENERAL HELPER DULSCO, DUBAI INTERNATIONAL AIRPORT

- Collecting hand baggage from customers in the bridge
- Carry out FOD checks per arrival and dispose FOD according
- To ensure hazardous goods are loaded according to prevailing regulations
- Load and offload laggages in time to avoid flight delays
- To provide a swift services related to passenger baggage cargo handling
- Ensure excellent discipline and grooming standards are displayed all times while on duty
- Timely and efficient services provided in accordance to agreed standards

● EDUCATION AND TRAINING

2018 – 2020 Kampala, Uganda

COURSE IN ARCHITECTURAL DRAWING; JUNIOR ARCHITECT Buganda Royal Institute

The course includes the following topics

- Development of the concept of design
- Landscaping architect
- Public infrastructure projects
- Architectural theory
- Urban designing
- Codes and regulators

2017 Kampala, Uganda

COURSE IN ISLAMIC STUDIES Madinah Secondary School

The course include the topics

- Quran Memorization
- Islamic History
- Hadith Principals
- Fiqh principals

● LANGUAGE SKILLS

Mother tongue(s): **AFRIKAANS (LUGANDA)**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ADDITIONAL INFORMATION

PERSONAL SKILLS

Communication skills

- Both verbal and written English
- Communicating with VIP guests on excursions with senior executives that the East Africa Champion
- communication with children in boarding schools and orphanages

Job-related skills

- Ability to work effectively both individually and in a team
- Strong time management
- Friendly attitude to help me to stay genuine and show guests that they really matter
- Empath to feel the same pain as my customers so that I find a good solution
- Problem solving
- Computer skills

Skills

- Ability to use positive language
- Critical thinking ability to organize and hold events
- Superior presentations skills
- Sociability, friendliness, creativity & tolerance

