



EMAIL

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PHONE

+971522004509

LOCATION

Muhaisna Medical Center

EDUCATION

Nakawa Vocational Training
Institute (Uganda)

Basic Electronic Engineering
Certificate

Kireka High School (Uganda)

Uganda Certificate of Education

Uganda Christian University
(Uganda)

Certificate in Computer
Applications

LANGUAGES

English

Swahili

Luganda

South Sudan Arabic

YUSUF JURUGO

PROFESSIONAL AMMARY

Skilled computer and electronic technician with history of building customer satisfaction and loyalty by delivering top-notch support and service. Talented in troubleshooting problems with excellent analytical and critical thinking skills. Team player offering

WORK HISTORY

March 2021-Current

Dulscod/dnata - Dubai International Airport – Customer Service Agent

- I perform remote arrivals and remote departures at DXB terminal 2
- I engage hand to hand to assist the passengers to interpret the boarding pass.
- I perform ramp coordinate from the boarding gates to ensure that the passengers are entering the right bus.
- I tag passenger carryon baggage as required per flydubai airline.

July 2015 – June 2020

Uganda Christian University – Computer/Electronics Technician

- I was working with the University technician as an assistant.
- I was the one in charge of all computer hardware and electronic gadgets like flat iron, electrical kettles, power extension and others.
- I was also helping both students and staff member with computer related issues.

SKILLS

- Microsoft office, Excel, PowerPoint and others
- Outstanding customer care
- Computer hardware and software installations
- Mobile phone screen, mouse piece, ear piece and charging port replacing skills
- Laptop motherboard chip level

TRAININGS ATTENDED

An Introduction to Cyber Security (dnata)

Environmental Awareness Training (dnata)

Dangerous goods – passenger and crew handling staff FIT 4.1.F (dnata)

Business Excellence: The Fundamentals of quality (dnata)