

C U R R I C U L U M V I T A E

K I T A I R E J A M E S

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P E R S O N A L D E T A I L S

D a t e o f B i r t h 04th S e p t e m b e r 1988

M a r i t a l S t a t u s S i n g l e

R e l i g i o n P r o t e s t a n t

P r o f i l e

A highly motivated hard-working person with a high sense of duty, flexible and can adapt to the surroundings without compromising with any of my principles and responsibilities.

E D U C A T I O N B A C K G R O U N D

Y E A R	I N S T I T U T I O N	A W A R D
2007-2010	Makerere University- Kampala, Uganda	Bachelor's Degree of Business Administration
2005-2006	Bukoyo Secondary School	Uganda Advanced Certificate of Education
2001 -2004	St John Bosco Kamuli Secondary School	Uganda Certificate of Education
1993-2000	Buweera Primary School	Primary Leaving Examination

WORKING EXPERIENCE

Cashier, - Entebbe Handling Services Limited, / MENZIES AVIATION

December 2019 - Present

- Demonstrated excellent customer service skills while serving customers in a high volume retail environment during peak hours.
- Collected payments in-time whether in Cash or Credit to reduce on default rate by encouraging clients to use alternative payment platforms like Mobile Money, and Visa Debit cards at Pay Points..
- Processed accurate and efficient cash and credit transactions.
- Managed customer inquiries, complaints and requests in a professional manner.
- Accurately balanced Cash drawers and reconciled discrepancies.
- Provided primary training to new staffs to help them learn how to perform daily activities
- Maintained Restricted Access to Cash office and safeguard company assets and documentation a daily basis.
- Accomplished daily administrative tasks such as entering data and reconciling reports

2015 To- 2019 Security Agent - Entebbe Handling Services Limited, /MENZIES AVIATION.

January to November 2019

- Maintained Access control by ensuring only authorized personnel are allowed to restricted areas of the airport
- Checked personnel and staff bags to detect prohibited items to avoid carriage to restricted area and the aircraft.
- Screened of cargo and bags of personnel and staff to detect prohibited items that may cause harm to the airport
- Supervised the loading and offloading of cargo from the aircraft by overseeing inventory control functions and procedures, including cycle counts, customer claims and requests, and record keeping.
- Ensured proper packaging and right labelling is done on all cargo screened before being loaded in an aircraft.
- Properly recorded both Imported cargo , authorized delivery and physical check of the cargo from the warehouses.
- Safeguarded Checked and Screened passenger baggage and mails against unlawful tampering and pilferage.

- Ensured that loaders have the necessary safety gears before loading and offloading cargo and passenger's baggage from the aircraft.
- Ensured that there is adequate lighting, firefighting appliances, and serviceability of baggage conveyer belts, in operation areas.

2014 DISPLAY OFFICER -National Identity Voters Register- Electoral Commission

Duties Held

- Entered individual's data accurately in accordance with information filled in the application form .
- Re-checked the data in the system for a final review
- Safeguarded all data and its accompanied documents and delivered registration records to sub-county headquarters for safety
- Guided applicants in completing individual registrations
- Ensured that enrolment kits are secure and taken to sub-county offices.
- Issued of National Identity Cards to respective residents.
- Attended to disputes in case of mismatch of bio data on national identity cards.
- Answered citizens' questions and refer those their supervisors.

SKILLS

- Client Relationship Management and Complaint Resolution
- Data Base Management and Records Management
- Computer competences in MS Word, MS Excel, power point, MS Access. ○ POS systems
- Cash Register Transactions
- Retails Front- End Operations
- Effective communication listening skills, giving and receiving feedback

TRAINING

Dangerous Goods Handling by ENHAS

Safety and Fire Fighting by ENHAS

Customer Care Relationship Management by ENHAS

First Aid, and Road Safety Awareness by ENHAS

LANGUAGE PROFICIENCY

- ☐ English, Lusoga and Luganda : Fluent spoken, written and reading

REF E R E E S

Canary Mwebembezi

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ENHAS / Menzies Aviation Entebbe Uganda

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