

YUSUF KAWAGGA

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PERSONAL DETAILS

Gender : Male
DOB : 20-08-1993
Nationality : Uganda
Marital Status: Married
Languages Known: English
&Luganda

PASSPORT DETAILS

Passport No : B1340556
Date Of issues : 25/04/2016
Date Of Expiry : 25/04/2026

SKILLS

- Punctual Focused and very dedicated to any task given.
- Maintain observer's honesty and loyalty.
- Capable of working to a very high standard.
- Physically fit and quick to learn and adapt any condition.
- Good Manner of approach towards people or clients.

CAREER OBJECTIVE

To seeking a challenging career by occupying a suitable position, utilizing my technical skills and experience to contribute towards the progress of your organization at the same time has the prospect for professional growth and development.

WORK EXPERIENCE:

- Currently working with Serveu – Dubai (Apl 2021- Till Date).
- 3 years worked as Nursing Assistant- Uganda (2018-2020).
- 2 years worked as Customer care Service with Bank Of Africa-Uganda (2016-2017).

DUTIES & RESPONSIBILTY

- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Scheduled customer appointments and sent reminders to maintain active schedule.
- Recorded customer communications to maintain proper documentation.
- Drove customer retention, building engaging relationships through every interaction.
- Provided professional customer service, offering can-do attitude to all requests.
- Clean, stock and supply designated facility areas (dusting, sweeping, vacuuming, mopping, cleaning ceiling vents, restroom cleaning etc).
- Perform and document routine inspection and maintenance activities.

EDUCATION

- Nursing Assistant Certificate.
- High School Education.

DECLARATION

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

YUSUF KAWAGGA