

KWAGALA JOANITA

CONTACT

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PROFESSIONAL -SUMMARY

Knowledgeable and professional Receptionist skilled in administrative support and customer service objectives

Experienced and dedicated receptionist for over 4 years in a fast-paced office environment.

SKILLS

customer service

telephone skills

organizational skills

multi-tasking

security awareness

interpersonal skills

verbal and written communication

WORK EXPERIENCE

RAK CERAMICS 2022-2024

Demonstrated excellent customer service and problem-solving skills while managing the front desk

Corresponded with more than 100 clients via email, telephone

Aggregated and prepared documentation and reports for office meetings and distribution and filling

Developed and maintained positive relationships with customers, vendors and colleagues

Processed incoming and outgoing mail,faxes,packages,and other deliveries

MUTTICO TECHNICAL SERVICES 2020-2022

Oversaw inventory activities including materials, monitoring, ordering and supply stocking

Scheduled customer appointments and managed customer databases

Assisted with basic office tasks such as photocopying, filling and data entry

Answered, screened and routed incoming calls in a professional and timely manner

Monitored premises security, screened visitors, updated logs and issued passes

EDUCATION

Bachelor's of Science in Accounting and Finance-2021

Kyambogo University Uganda-Kampala