



MUTAGUBYA SHIRAT

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ADDRESS: Khalifa City ,Abu Dhabi , UAE

NATIONALITY: Uganda

GENDER: Female

CAREER OBJECTIVES

To work with my best abilities and skills in order to benefit my organization and also to better others in this competitive time in an influential position in the organization.

WORK EXPERIENCE

INTERNATIONAL GRAND MART, ABU DHABI,UAE (2017 -TILL PRESENT)

CASHIER

RESPONSIBILITIES INCLUDES :

** Completing payments by cash, credit/ debit cards , and accounts*

**Take extra mile to engage customer*

**Take extra mile to engage customers*

HEAD CASHIER

**making schedules*

**Managing petty cash*

** Making daily sales report*

**Depositing daily cash sales*

**Handling customer complaints, provide appropriate solutions and alternatives within the time limits*

WORK EXPERIENCE

AIRTEL , KAMPALA, UGANDA

POSITION: CALL CENTER AGENT (JAN 2014-FEB 2016)

RESPONSIBILITIES:

**obtaining client's information by answering telephone calls*

**verifying information*

**informs client's by explaining procedures, answering questions, providing information*

**maintaining communication equipment by reporting problems*

TRAININGS AND SKILLS

**Good Computer Skills*

** MICRO and POS knowledge*

**Good interpersonal skills*

**Team player and a Goal getter*

**Good Communication skills*

EDUCATION

O LEVEL CERTIFICATES (Uganda)

ORDINARY NATIONAL DIPLOMA (Business Administration) Kampala Uganda

IATA DIPLOMA IN TOURISM AND TRAVEL(American Business institute)

REFREE Upon Request