

## CURRICULUM VITAE



**NAME: ADEKE ESTHER**

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**CONTACT: 0528350847**

**NATIONALITY: UGANDAN**

**LOCATION: DUBAI.**

**VISA STATUS: VISIT VISA**

**POSITION APPLIED FOR: RECEPTIONIST**

### **CAREER OBJECTIVE**

To obtain an opportunity in the Middle East to pursue my career as a customer care professional. To grow into an international customer service expert within a growth oriented company, responding to customer needs quickly and professionally.

I want to apply my skills and grow my career in an environment which is challenging and yet stable.

### **PERSONAL PROFILE**

Enthusiastic, motivated and outgoing. A skilled communicator and good listener with three years' experience in the field. Customer professional who is always willing to go the extra mile to serve and win customers

### **SKILLS**

- Excellent written and oral communication skills
- Customer care skills
- Interpersonal skills
- Analytical skills
- Computer skills: Working knowledge in Microsoft word and excel
- Leadership skills
- Problem solving skills

## LIST OF QUALIFICATIONS AS REGARDS EDUCATION

YEAR	INSTITUTION	AWARD
2015-2017	Makerere University Business School	Diploma in Business Administration
2010-2011	Nsamizi Training Institute of Social Development	Certificate in Public Administration
2008-2009	Millennium Universal College	Uganda Advanced Certificate of Education
2004-2007	Tororo Town College	Uganda Certificate of Education

## WORK EXPERIENCE

### RECEPTIONIST , JOWIL MEDICAL SERVICES (JAN 2017 – NOV 2019)

#### Roles and Achievements

- Warmly welcoming all clients into the facility and ensuring that they are well taken care of
- Handling customer queries by forwarding them to the relevant departments and giving timely feedback to the customers
- Record all guests and their details in the guests' book
- Assist administration in planning for meetings and conferences
- Ensuring the ambience of the facility is welcoming and pleasant to guests and clients
- Answer all incoming calls and re direct them to the respective department
- Manage difficult clients by calming them down without creating a scene
- Represent the company brand at the front desk in the way I present myself

### CUSTOMER SERVICE OFFICER, ROCK CLASSIC HOTEL TORORO UGANDA, (JAN 2015 - DEC 2016)

#### Roles and Achievement

- Warmly welcome guests and ensure that they are attached to the relevant hotel staff or department
- Assist in organizing the facility for conferences and other events.

- Provide customers with the hotel rates and charges to facilitate their bookings and payments
- Give all guest the relevant information they need to make their stay comfortable
- Maintain a clean and organized reception area
- Ensuring the needs of guests are met by monitoring the waiting lists
- Answering telephone calls in for bookings and reservations in a polite manner
- Inquiring and coordinating with the other departments to ensure all guest reservations and instructions are handled
- Attending to guests queries and complaints then finally saying bye to guests

**Other Achievements:**

- I participated in the national sensitization exercise on health through Marie stopes Uganda
- I was also among the Ugandans that facilitated and participated in the registration of Ugandan nationals when the National ID project was rolled out by the government.

**LANGUAGES**

<b>LANGUAGE</b>	<b>SPOKEN</b>	<b>WRITTEN</b>	<b>READING</b>
English	Fluent	Excellent	Excellent
Kiswahili	Fluent	Good	Good
Luganda	Good	Fair	Good

**INTERESTS AND HOBBIES**

- Reading books
- Travelling
- Interacting with people
- Shopping

**REFEREES**

Mr. Wilberforce Odoi Odongo  
 Managing Director, Jowil Medical services  
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 jowilmedicalsolutions@gmail.com

**DECLARATION:** I Adeke Esther declare that the information given above is correct to the best of my knowledge and believe.

