

Name: Joseph Katende

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PROFILE.

Nationality : Ugandan

Gender : Male

Date of birth : 18th /06/1995

Marital status : Single

Language known : English

Residence : Abu Dhabi,
United Arab Emirates



Objective statement

To work with enthusiasm, diligence, responsibility, dedication and good work ethic come good or challenging environment ,combined with desire to learn, acquire and utilise knowledge and new skills alongside good customer service as obtained from my previous work experience to better the company services.

COMPETENCE:

- Excellent communication skills that guarantee substantial customer satisfaction. Basic computer knowledge and general math skills.
- Potential to withstand stressful working environment with minimal supervision.
- Flexible, punctual, confident, and decisive.
- Team player with excellent leadership skills and integrity.
- Meeting sales goals and busting sales.
- Product knowledge and people skills.

Work experience

COMPANY : Khalidia Towers

POSITION : Customer service

DURATION : August /2018.

Responsibilities:

- a. Direct and reply to incoming mails and similar publicity duties.
- b. Respond to calls, take messages and manage correspondence on behalf of the company.
- c. Oversee the operations with the aim of sending feedback to clients.
- d. Assist in answering product and service questions
- e. Convert prospects into customers through convincing and explaining the facilities and product qualities and availability in market.
- f. Preserve a professional appearance, behaviour and conduct before the primary and secondary clients of the company.
- g. Ensure accurate response to questions and assist customers with service information through inquiries and acknowledgement.
- h. Draft product or service reports through collecting and analysing customer information about the products and facilities.
- i. Collaborate with the sales engineers to achieve sales objectives and property marketing board (ADCP)
- j. Handle daily store activities like issuing maintenance, cleaning and catering items from store and requesting for new supplies to avoid shortage.
- k. Develop sustainable relationships of trust through open and interactive communications with clients and tenants.
- l. Preserve customer records through updating account information and analysing any changes.

- m. Handle correspondence and conduct other secretarial duties like record keeping, information updates on notice boards and typing clients building and managerial information to tenants.

COMPANY :Securiguard Middle East LLC

POSITION :GUARD.

Duration :2016 up-to-date.

Responsibilities

- Experience with administering first aid.
- Maintaining safety and protecting people, property and information .
- Making reports, record keeping and analysis of data for our customers.
- Responding to any emergency situations and detecting their source .
- Delivering excellent services to the clients through transparency and diligence.
- Good reception and customer attending services embarked by access control measures.
- Developing and maintaining good relationship between primary client and his customers.
- Use of sound judgement to analyse situations in line with procedures, guidelines and work policies.
- Use of closed circuit television (CCTV)for surveillance and monitoring of unique situations at the site.
- Conducted routine safety briefings with team members and ensuring good work accomplishment.
- Patrolling to detect unusual situation or substances and to familiarise with the location and layout exit strategies in case of emergency.
- Good multi-tasking , reception and customer handling skills backed by good social handling behaviours of customers.

COMPANY : Graceland Hotels

POSITION : Reservations & Facilities manager

DURATION : 2015 – 2016

JOB RESPONSIBILITIES

1. Having full knowledge of the fax, email and telephone systems.
2. Ensure that all phone calls are answered promptly and efficiently, in accordance with the Front Office policies and procedures.
3. Bearing full knowledge of all hotel policies, procedures and standard operating procedures for the Reservations Section.
4. Handling incoming reservations received through telephone, fax, email or internet and responds to all requests as per policies and procedures.
5. Controlling and updating room availability. Observes and keep track of reservations trends for purpose of yield management.
6. Prepare the daily reservations on weekly forecast report as required.
7. Double-check the daily arrival, cancellation, no-show, and VIP reports for accuracy.
8. Processing amendments and cancellations and updates in the system accordingly.
9. Updating files by putting together old and inactive files and stores these items for possible future reference.
10. Having a good working knowledge of the companies, other hotels, local information and details of special services likely to be needed by guests.
11. Having a complete operational knowledge of the hotel, including geographical layout and services provided.
12. Having a complete knowledge of special package rates, restricted dates.
13. Checking new accounts and new rates and checks accuracy of all contracted rates inputted in the system.
14. Actively promoting the service and facilities available to guest/callers within the hotel.
15. Emailing of hotel packages and promotions by email shots.
16. Conduct regular telesales calls as required.
17. Liaises with the Front Desk on all special guest requests.
18. Keeps updated with new product in the market and in all activities and facilities.

Company : Asker security company.

Position : supervisor.

Duration : 2013 – 2015.

RESPONSIBILITIES :

- ❖ Protecting client's property and information
- ❖ Reporting and keeping records for the general site
- ❖ Ensuring good standards of a basic security guard at my location
- ❖ Conducting daily briefings and updating guards about new site orders and demands from the client
- ❖ Ensuring good ethics and deportment among co-workers.

COMPANY : Eddenlee multi – services ltd.

POSITION : Credits MANAGER & negotiator

DURATION : 2012 – 2013

RESPONSIBILITIES:

- A. Utilizing interpersonal and communication skills to lead, influence, and encourage others; advocate sound financial/business decision making; demonstrate honesty/integrity; lead by example.
- B. Encourage and build mutual trust, respect, and cooperation among team member Serve as a role model to demonstrate appropriate behaviours.
- C. Supervise and lead employees; understand employee positions well enough to perform duties in employees' absence.
- D. Improve service by communicating with and assisting employees to understand guest needs and by providing guidance, feedback and individual coaching when needed.
- E. Ensure that the Front Desk Team is trained and supervised to provide fast, efficient, resolute and personalized service.

Qualifications ,skills and qualities

Academics

- Advanced level certificate.
- Hotels management and hospitality certificate.
- Basic security guard training.
- Holding a PSBD licence issued by Abu Dhabi police.

Inter personal

- Fluent English both spoken and written.
- Top notch communication skills and good work ethic.
- Advanced / good knowledge about computer especially Microsoft office.
- Advanced analytical and advisory skills.
- Business management and foresightedness in market aspects.
- Good leadership, coordination, multi tasking and management skills balanced with team work.

Places I have worked in

- ❖ Khalidia Towers – Reception area **A**.
- ❖ ADNOC Marine passengers terminal (MPT) – Control Room
- ❖ ADCB Head Office – Control Room.
- ❖ National rehabilitation centre (NRC).
- ❖ Graceland Hotel.
- ❖ Asker security services.
- ❖ Eddenlee Multi services Ltd.

REFERENCE:

- Available upon request
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Passport details

- Passport No :B1288563
- Issue place :Uganda
- Issue date :15th /12/2015
- Expiry date :15th/12/2025

Conclusion

I hereby certify that the above information are true and correct according to the best of my knowledge and experience . If selected, I promise and assure that I will perform to the best of my knowledge skills and abilities, early awaiting for a positive response .

JOSEPH KATENDE.