



APPLICATION FOR CUSTOMER SERVICE ATTENDANTS

MOSES KATONGOLE

Mobile No: +971 556569145

Email: katsmoseh21@gmail.com

DUBAI, UAE

PERSONAL DETAILS.

Nationality : Rwanda
Gender : Male
Date of Birth : 22/2/1994
Passport No : PC 371459
Marital status : Single
Visa Status : Visit Visa

OBJECTIVE.

As a highly motivated and creative individual, my career aspiration is to contribute the best of my services in the fields of dispatch, sales and data entry, to utilize the knowledge, communication skills and efforts to work effectively in an organization. Be a responsible team player, make significant contribution to the success of the organization.

PERSONAL SUMMERY.

A result driven, committed and articulate dispatch officer with excellent communication skills and a high level of customer commitment, multi skilled with the ability to plan and manage territory whilst and maintaining and developing employ relations and ensure a good working relationship with other company employees. Possessing a good team spirit, deadline oriented and having the ability to succeed in a demanding work environment. Now looking forward to making a significant contribution in an ambitious and exciting company that offers a genuine opportunity for progress.

EDUCATIONAL ATTAINMENT.

Bachelor of Science in quantitative economics at Makerere University completed on 22nd / feb/2017

Secondary school completed.

Basic knowledge of computer.

WORK EXPERIENCE.

Worked as a dispatch officer at **LAKE KIVU SERENA HOTEL IN RWANDA** for a period of 3 years.

DUTIES AND RESPONSIBILITIES.

- Promptly attend to customer requests to meet and achieve KPI
- Respond to customer emails and telephone calls to resolve problems such as wrong orders and delivery issues.
- Deliver excellent customer service when offering advice in professional and efficient manner.
- Record all calls received and give a report.
- Proactively address problems and create solutions.
- Coordinate schedule in the most effective manner.
- Inform field units about orders and traffic.
- Provide reports to management.

SKILLS.

- Memorized store organization system as well as special products and discounts
- Hands on experience working in a stressful, emergency situations.
- Critical thinker and problem solving skills.
- A great team player.
- Has an exceptional communication and ability to build rapport with prospective clients.
- Ability to work independently with minimal supervision.
- Excellent attention to details.

LANGUAGE.

Fluent in English both spoken and written.

REFERENCE.

I hereby attest the accuracy of information declared above are true and correct to the best of my knowledge and belief.

MAKERERE



UNT

الإمارات العربية المتحدة
UNITED ARAB EMIRATES
وزارة الخارجية والتعاون الدولي
Ministry of Foreign Affairs and International Cooperation

Date: 03/12/2020 11:20 : التاريخ
No : 20082000872 : رقم
Fee : USD 40.84 : الرسوم : دولار أمريكي
المملكة المتحدة - كينيا
سفارة الإمارات العربية المتحدة
تصديق على صحة ختم و توقيع
وزارة خارجية جمهورية أوغندا
دون تحمل اي مسؤولية تجاه المخطوبين

09034341

Abdul Raheim Obaid Al Falahi

54-12-2020

The Republic of Uganda
MINISTRY OF FOREIGN AFFAIRS
CERTIFICATION

This is to certify that the certificate is duly awarded
by officially recognized Institutions in Uganda.

Certifying Officer: *[Signature]*
For: Permanent Secretary
Date: 02-12-2020

This is to certify that

MOSES KATONGOLE

was awarded the degree of

**BACHELOR OF
SCIENCE IN QUANTITATIVE ECONOMICS**

(Second Class With Honours, **LOWER** Division)

and was admitted to the degree
at a Makerere University Congregation
held on **22nd February, 2017**

MAKERERE UNIVERSITY
CERTIFIED TRUE COPY OF ORIGINAL

★ 14 OCT 2020

SIGN: *[Signature]*
for ACADEMIC REGISTRAR



[Signature]
Vice-Chancellor

[Signature]
Academic Registrar

MCS 0082693

13/U/6193/EVE



54.92.2020

MINISTRY OF FOREIGN AFFAIRS
CERTIFICATION

This is to certify that the certificate is duly awarded by officially recognized institutions in Uganda.

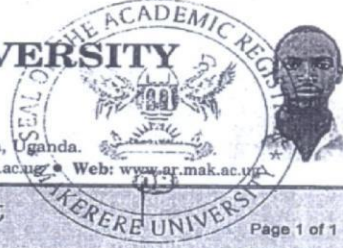
Certifying Officer: [Signature]

MAKERERE UNIVERSITY

Date: 02/12/2020



UNIVERSITY



0103636



Office of the Academic Registrar, P.O. Box 7062, Kampala, Uganda.

Tel: +256-414-531830/533332 • Fax: +256-414-534125 • E-mail: ar@acadreg.mak.ac.ug • Web: www.ar.mak.ac.ug

Academic Transcript
Undergraduate Programmes

Page 1 of 1

NAME: KATONGOLE, Moses
REG. No. 13/U/6193/EVE
FACULTY: I.S.A.E

SEX: Male

NATIONALITY: Ugandan

FIRST REGISTERED: 2013

HALL: University Hall

PROGRAM: BSC(QE)

DATE OF BIRTH: 22 Apr, 1994

Year: 1 Academic Year: 2013/2014 Semester 1				Year: 3 Academic Year: 2015/2016 Semester 2			
Course Code	Course Name	CU	Grade	Course Code	Course Name	CU	Grade
BPS1101	ELEMENTS OF SOCIOLOGY AND ANTHROPOLOGY	3.0	B+	BQE3105	DEVELOPMENT ECONOMICS, PLANNING AND POLICY I	2.0	D
CSC1100	COMPUTER LITERACY	4.0	D+	BQE3106	RESOURCE AND ENVIRONMENT ECONOMICS	2.0	C+
ECO1101	INTRODUCTION TO MICRO-ECONOMICS	3.0	B	ECO3101	INTERMEDIATE MICRO ECONOMICS	3.0	D+
MTH1101	CALCULUS I	3.0	B	ECO3109	MONETARY ECONOMICS	3.0	D+
MTH1102	LINEAR ALGEBRA I	3.0	C	STA3103	NATIONAL ACCOUNTING AND INCOME ANALYSIS	3.0	C+
STA1110	DESCRIPTIVE STATISTICS I	3.0	B	STA3120	ADVANCED STATISTICAL METHODS (MULTIVARIATE ANALYSIS AND TIME SERIES ANALYSIS)	3.0	B
STA1111	PROBABILITY THEORY I	3.0	A	STA3121	DATA ANALYSIS III	2.0	D+
GPA : 3.80 CGPA: 3.80				GPA : 3.33 CGPA: 3.23			

Year: 1 Academic Year: 2013/2014 Semester 2				Year: 3 Academic Year: 2015/2016 Semester 2			
Course Code	Course Name	CU	Grade	Course Code	Course Name	CU	Grade
CSK1101	COMMUNICATION SKILLS	3.0	C+	ECO3201	INTERMEDIATE MACRO ECONOMICS	3.0	C+
ECO1201	PRINCIPLES OF DEVELOPMENT ECONOMICS	3.0	C+	ECO3202	PROJECT PLANNING AND MANAGEMENT	3.0	C+
ECO1202	INTRODUCTION TO MACRO-ECONOMICS	3.0	B	ECO3205	HEALTH ECONOMICS	3.0	D+
MTH1201	CALCULUS II	3.0	D+	ECO3206	PUBLIC SECTOR ECONOMICS	3.0	B
SAS1202	ACCOUNTING I	3.0	C+	STA3221	ECONOMETRIC METHODS	3.0	B+
STA1210	OFFICIAL STATISTICS AND STATISTICAL ORGANIZATION	2.0	C	STA3223	OPERATIONS RESEARCH	3.0	B
STA1211	TIME SERIES AND INDEX NUMBERS	2.0	C	STA3225	RESEARCH PROJECT PAPER	3.0	B+
STA1212	STATISTICAL INFERENCE	2.0	B+	GPA : 3.57 CGPA: 3.29			
STA1213	DATA ANALYSIS I	2.0	C+	Minimum Graduation Load (CUs): 128 Total Credit Units Accumulated: 133			
GPA : 3.43 CGPA: 3.61				Completion Date: May/June, 2016			

Year: 2 Academic Year: 2014/2015 Semester 1			
Course Code	Course Name	CU	Grade
BQH2101	MATHEMATICAL ECONOMICS	3.0	C
ECO2101	MICRO ECONOMICS	3.0	D+
ECO2105	MARKETING AND CO-OPERATIVES	3.0	D+
ECO2106	INDUSTRIAL ECONOMICS	3.0	D
MTH2103	DIFFERENTIAL EQUATIONS	3.0	D+
STA2110	INTERMEDIATE STATISTICAL METHODS	3.0	C+
STA2111	SAMPLING THEORY AND SURVEY DESIGN	3.0	D
GPA : 2.57 CGPA: 3.28			

Year: 2 Academic Year: 2014/2015 Semester 2			
Course Code	Course Name	CU	Grade
ECO2201	MACRO ECONOMICS	3.0	D
ECO2206	FARM MANAGEMENT AND PRODUCTION ECONOMICS	3.0	B
SAS2212	STOCHASTIC MODELING	2.0	D
STA2211	STATISTICAL DECISION THEORY	2.0	C+
STA2213	LINEAR MODELS AND DESIGN OF EXPERIMENTS	3.0	D
STA2214	DATA ANALYSIS II	2.0	C
STA2215	RESEARCH METHODS I	2.0	C
STA2217	COMPUTER PROGRAMMING	3.0	D
GPA : 2.65 CGPA: 3.13			

Year: 2 Academic Year: 2014/2015 Recess Term			
Course Code	Course Name	CU	Grade
STA2302	FIELD ATTACHMENT	5.0	B+
GPA : 4.50 CGPA: 3.21			

Year: 3 Academic Year: 2015/2016 Semester 1			
Course Code	Course Name	CU	Grade

الإمارات العربية المتحدة
UNITED ARAB EMIRATES
Ministry of Foreign Affairs and International Cooperation
Date: 03/12/2020 11:20
No: 20082000871
Fee: USD 40.84
Abdul Raheim Obaid Al Falah

MAKERERE UNIVERSITY
CERTIFIED TRUE COPY OF ORIGINAL
14 OCT 2020
SIGN: [Signature]
for ACADEMIC REGISTRAR



- A Credit Unit (C.U) is One Contact Hour per Week per Semester or a series of Fifteen (15) Contact Hours.
- The length of a Semester is Seventeen (17) weeks, Two (2) of which are for Examinations.
- Transcripts issued after April 2002 shall bear Photographs.

The Medium of Instruction is ENGLISH

* (CP) - Conceded Pass
20171106092156

For Key to Grades and Remarks, See Reverse