

CURRICULUM VITAE

CONELIOUS MUTASA

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POSITION :CUSTOMER SERVICE

CAREER OBJECTIVE

Working in a challenging environment that would utilize my overall performance, experience, ability and vision for the organizational growth and stability. I am always been found of learning by working. I will try doing my best to achieve an excellent goal for the company and myself as well.

PERSONAL DETAILS

Gender	: Male
Date Of Birth	: 03/03/1993
Nationality	: Ugandan
Marital Status	: Single
Passport No	: A00075799
Language	English
Visa Status	:
Employment Pasport Issue Date	: 14/05/2019 Passport
Expiry Date	: 13/05/2029

02/04/2015 to 23/7/2020

Airtel Uganda: sales representative

2021 to 2022: Customer service under transguard

and at Radisson hotel Palm Jumeirah.

2023 Up to Date

Working with Transguard Emirates Security Group as a Security guard at DXB Airport.

Duties And Responsibilities

1. Responding to customer inquiries and resolving issues
2. Providing product or services information
3. Handling complaints and feedback
4. Offering solutions and alternatives
5. Processing orders, returns or exchange
6. Managing customer records and updating systems
7. collaborating with internal teams (e.g sales, technical support.)
8. meeting customer satisfaction and service level

SKILLS

- Communication skills
- Information processing ability
- Problem-solving skills
- Ability to work independently
- Integrity and honesty
- Reliability
- Manual dexterity
- Able to react appropriately in emergency and high stress situations

EDUCATION

High School - Uganda

DECLARATION

I hereby declare that the above information is true to the best of my knowledge and belief and nothing has been concealed or distorted.

CONELIOUS MUTASA