



GEOFREY KALYARUGOKWO

CUSTOMER SERVICE REPRESENTATIVE

PERSONAL SUMMARY

Energetic and enthusiastic professional with 6 years of diverse experience as customer service personnel in UAE plus 6 years in my home country. Offering demonstrated success, identifying prospects and ability to understand client needs using my superior communication and hospitality skills.

I am skilled in customer service, problem solving, sales, till operation, merchandising, Microsoft office, product knowledge and teamwork.

EXPERIENCE

2016 - 2022 **SECURITY PERSONNEL – G4S**
6 YEARS **H&M STORE | ALSHAYA – DUBAI, UAE**

Responsibilities:

- Greeted and welcomed customers into the store using my customer service skills.
- Shared sales information to the customers on the ongoing promotions in the store.
- Assisted an average of 100 customers per day in finding out sizes, selecting items and providing recommendation, which generated big receipts of 3500aed to 15,000aed.

2013 - 2016 **CUSTOMER SERVICE/SALES ASSISTANT – BATA COMPANY**
3 YEARS **KAMPALA, UGANDA**

Responsibilities:

- Handled cash using closed cash management system at the cash till.
- Participated in Omni-channel marketing by assisting customers with requests in store, online and on the phone.
- Demonstrated knowledge of products and services to customers.
- Prepared monthly reports on customer satisfaction.

2010 - 2013 **FRONT DESK RECEPTIONIST – BOULEVARD HOTEL**
3 YEARS **KAMPALA, UGANDA**

Responsibilities:

- ◆ Greeted all check-in and check-out guests with a smile.
- ◆ Received and managed reservations made online and telephonic.
- ◆ Assigned rooms to guests and provided them with hotel information.
- ◆ Verified guests' payments during check-in and organized for them transport services at their request.

EDUCATION

2019 **DUBAI SIRA CERTIFICATES (safety, first aid, fire)-**
SECURITY INDUSTRY REGULATORY AGENCY
2014 **CERTIFICATE OF COMPUTER LITERACY-**
MBOGO INVESTMENTS LIMITED, UGANDA
2008 **UGANDA ADVANCED LEVEL OF EDUCATION –**
KOLOLO HIGH SCHOOL, UGANDA
2006 **UGANDA ORDINARY LEVEL OF EDUCATION –**
MUYALLEN HIGH SCHOOL, UGANDA

DECLARATION:

I hereby declare that all the above given information/ data is correct based on my knowledge and ethics.

REFEREES: Will be available upon request.

PERSONAL INFO.

Nationality: **Ugandan**
Marital Status: **Single**
Visa Status: **Visit Visa**
Languages: **English and Swahili**

CONTACT

Dubai, UAE
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 geofhannings@gmail.com

SKILLS

Communication Skills

Customer Service

Hospitality

Product Knowledge

Up-Selling

Multi-tasking Skills

Computer Skills

Leadership Skills

Merchandising

Team Work

INTERESTS:



PHOTOGRAPHY



READING



FOOTBALL



RESEARCHING