

CURRICULUM VITAE

PERSONAL DETAILS

NAME : Charles Teffe

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E-MAIL : charltex994@gmail.com

DATE OF BIRTH: 25th, October, 1993

NATIONALITY: Ugandan

SEX : Male

VISA STATUS : Free Lancer Visa

CURRENT RESIDENCE: Dubai, UAE

LANGUAGES : Fluent in English



CUSTOMER ATTENDANT

Charles is an expert at providing exceptional customer service and closing sales.

KEY SKILLS AND COMPETENCIES

- ❖ Able to engage and speak to customers.
- ❖ Superb people and sales skills.
- ❖ Customer service experience in a retail environment.
- ❖ Knowledge and experience in using computer systems.
- ❖ Communicating effectively and professionally.
- ❖ Can work at a sustained pace and produce quality work.

WORK EXPERIENCE

CURRENTLY WORKING AS A CUSTOMER SERVICE PROFESSIONAL AT HEALTH HUB, DUBAI, UAE

Company: Cineplex Cinema, Kampala, Uganda

Designation: Customer Attendant, 2 years

Duties:

- ❖ Prepared and served various products items to customers
- ❖ Welcomed patrons with a pleasant and hospitable disposition
- ❖ Provided customer service in ticket sales
- ❖ Maintained a clean and sanitary workspace and facility
- ❖ Coordinated with others to accomplish efficiency and organization
- ❖ Cleaned the complex from food areas to theaters ensuring sanitary conditions
- ❖ Ensured public safety of customers ushering to seats and escorting unruly guests out of the facility
- ❖ Greeted guest and provided them with information based on their movie, also informing the guest on special offers, rewards and directions.

Company: Genus Deeds, Kampala, Uganda

Designation: Sales Associate, 3 years

Duties:

- ❖ Responding quickly and resourcefully to customer requests or concerns.
- ❖ Using suggestive selling techniques to increase sales.
- ❖ Giving information to customers about products.
- ❖ Up selling and making recommendations to customers.
- ❖ Serving multiple customers in a short period of time.
- ❖ Carrying out re-merchandising, display, price markdowns duties.
- ❖ Accurately completing cash register transactions.
- ❖ Receiving store deliveries.
- ❖ Representing the store in a professional and positive manner.
- ❖ Creating and maintaining long-term relationships with regular customers.
- ❖ Taking care of the customers' needs while following company procedures.

ACADEMIC QUALIFICATION

- ❖ High school Certificate

HOBBIES: Making Friends, Watching Movies, Travelling and Music.

REFEREES: Available upon request

DECLARATION: I hereby declare that the above information is correct up to my knowledge and I bear the responsibilities for the authority of the same.