**CURRICULUM VITEA**

**Name :** Lunkuse Joanita.

**Current country**  **:** Uganda.

**Country of origin :** Uganda.

**Nationality :** Ugandan.

**Date of birth :** 07/6/1988.

**Sex :** Female.

**Address :** C/o Juliet Nambwayo

P.O Box 114

Entebbe

**Tel :** +256773500249.

**Email :** joanitasera@gmail.com

**Skills.**

* Strong interpersonal and organizational skills.
* Customer care and services.
* Team buildings, leadership.
* Excellent knowledge office etiquette and phone manner, computer proficiency in Ms word, Excel, power point, office, Access and windows operating systems.

**Personal Attribute**

1. Possess high moral character and integrity.
2. Commitment to work and honesty.
3. Readiness to meet challenges at work.
4. Hard working.
5. Time management.

**Educational Background**

|  |  |  |
| --- | --- | --- |
| **Year.** | **School/Institute.** | **Award.**. |
| 2006-2007 | St.Micheal High School. | U.A.C.E |
| 2002-2005 | Mpoma School | U.C.E |
| 1995-2001 | Namugongo Girls’ Boarding Primary School. | P.L.E |

**Experience.**

**2012-2013**

**Manager ; Gabriella’s Hotel Butaleja.**

* To attend to customers.
* To maximize the total yield and making appropriate business for obtaining higher profitability.
* To manage hotel equipment supply.
* To budget overall activities.
* To direct and supervise on hotel staff.
* To provide technical and practical assistance regarding the hotel management.

**2012**

**Nile Agro Vet Clinic.**

* To efficiently and safely offer customer care services to customers,
* To efficiently and safely build up strong team spirit and motivating fellow workers,
* To efficiently and safely deliver services to the best of my company,
* Preferably offer strong market and offer company services to the desired customers.

**Duties during internship (Agroserve (u) Ltd)**

-Report Compilation on a daily basis.

-Field activities in a project site.

-Carried out field training in the communities.

-recording and compiling of minutes of staff meetings.

- Carrying out community mobilization and sensitization.

-Conducting community dialoguesessions.

-Participating in psycho social concealing and support of the war victims at the project concealing centers.

-Participating in the identification of section of beneficiary war victims for physical rehabilitation.

-Updating information materials.

-Managing resources such as books, files, journals by classification, shelving, maintenance, retrival and weeding.

**Duties held as a customer relationship sales advisor**

**Key Responsibilities.**

-Offering exceptional level of customer service by greeting and acknowledging customers by name as far as possible.

-Guiding and assisting the customer through the variety of merchandise on sale.

-Keeping abreast of the product specifications of merchandise.

-Minimising shrinkage of merchandise by adhering to standing company regulations.

-Replenishing stock and maintaining appropriate visual standards of display.

-Maintaining hygiene and safety of allocated areas.

-Conducting stock counts and participating in processing stock as scheduled.

-Maintainingself-discipline as regards attendance, dress, language, and other code of conduct.

-Any other duties as delegated

**Knowledge of language:**

* English.
* French.
* Luganda.

**References:**

* Ms Juliet Nambwayo

P.o Box 114.

Entebbe, Uganda.

+256772628583

* Gwokyalya Maria.

**Email:** [gwokyalyamaria@yahoo.com](mailto:gwokyalyamaria@yahoo.com).

Tel: +256777-871830

**Thanks,**

**Yours Faithfully,**

**Lunkuse Joanita.**

**Declaration:**

I Lunkuse Joanita declare the information above true to the best of my knowledge.

Signature………………………….