



# Faith Akiror

Kampala, Uganda

+256773402318 | faithakiror95@gmail.com

## Professional Summary

Dedicated Christian Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed company expectations. Reliable and driven, with strong time management and prioritization abilities. I am committed to improving my work place through compassionate service and building a strong working team through active collaboration.

Also a successful entrepreneur with a proven track record of developing and launching services. Experienced in leading teams to drive business growth, developing marketing strategies, and building customer relationships. Skilled in market analysis, problem solving, and decision making, with a focus on maximizing efficiency and profitability.

## Objective

To work a job within a field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

To have the opportunity to turn creative ideas and business acumen into successful ventures.

## Experience

### Micasa Suites Wandegeya Front Office Administrator

September 2022 to Present

- Managing guest complaints, ensuring requests are fulfilled, and making guests feel valued.
- Managing bookings, cancellations, and special requests.
- Increasing revenue by promoting services and upselling rooms. Ensuring safety by monitoring guest entries.
- Developing and implementing guest service initiatives to enhance the guest experience
- Organizing bookkeeping and issuing invoices and checks.
- Performing inventory of supplies and ordering what is needed.

### Pineapple Bay Resort Administrative Assistant

December 2020 – August 2022

- Overseeing all the events, activities and operations in the hotel.
- Monitoring the tasks of personnel and workers.
- Setting goals and plans to promote and improve the service of the different departments.
- Handling client's complaints and compliments about the different departments.
- Making sure that different events in the hotel are well organized
- Helping in purchasing of office and hotel operating supplies and general stock keeping.
- Managing and organizing expense reports and submission.
- Attending weekly meetings, taking notes and distributing the minutes and follow up tasks accordingly

### Café Series Acacia Mall Hostess

February 2019 - October 2020

- Welcoming guests in a warm and friendly manner.
- Ascertaining guest's dining needs.
- Seating guest and managing the seating chart.
- Monitoring restaurant activity to determine seating and dining flow.
- Responding to guest inquiries and requests in a timely, friendly, and efficient manner.
- Performing opening and closing duties, as needed.
- Assisting others with side work including, but not limited to cleaning, stocking, folding silverware, etc.
- Helping fellow team members and other departments wherever necessary.

## Education

**Makerere University Business School**  
Bachelors in Human Resources Management

**2019**

## Skills

- Excellent in written and verbal communication
- Adaptable to changes in the work environment
- Able to work in a team
- Able to work under pressure
- Conflict resolution
- Customer service
- Self-motivation