

# James Khaman Majur

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Resident; Joppa, Gudele 2

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## Summary

I'm a dedicated and reliable person with strong customer service experience and over seven years working in fast-paced environments within the betting industry. Skilled in cash handling, customer support, and managing branch operations. I'm known for punctuality, teamwork, integrity, and the ability to work effectively under pressure. I'm highly adaptable and eager to apply my experience to the role given, ensuring excellent service and adherence to work policies.

## Key Skills

- Customer service and communication; Receiving requests from customers and giving them feedback inform of services.
- Cash handling & balancing; Ensuring digital cash corresponds with the actual cash based on sales of the day for accurate balancing.
- Workplace cleanliness & organization; Keeping the environment clean and safe from the flammable items that could be dangerous.
- Ability to work under pressure; Handling a huge crowd of customers during busy hours with professionalism, patience and discipline.
- Teamwork and leadership; taking orders from senior staff and making sure they are implemented accordingly.
- Sales and marketing; friendly interaction with clients to encourage and make them feel comfortable, motivated and welcome.
- Time management and reliability; strict about the closing and opening time for the operation daily.

## **Technical & Digital Skills.**

- Proficient with Microsoft suite (Word, powerpoint, Excel) and google tools (docs, slides, sheet, forms) for reports and documentation.
- Basic skills in graphic tools (Photoshop, Illustrator) useful for social media content.
- Good understanding of online tools and digital communication channels.

## **Work Experience**

### **1. Everest Sport Betting Company**

*Position: Sales & Marketing Manager*

2024 – 2025

- Managed customer inquiries and supported daily branch operations.
- Ensured smooth service delivery and maintained a clean, organized environment.
- Cash collection from the branches and take them to the main office.

### **2. Nilebet Sport Betting Company**

*Positions: Cashier, Branch Manager, Sales & Marketing Manager*

2019 – 2024

- Handled cash transactions accurately and responsibly.
- Supervised staff and coordinated daily branch operations.
- Delivered excellent customer service and resolved issues professionally.
- Maintained workplace safety and ensured compliance with company procedures.

### **3. Raimax Sport Betting**

*Positions: Cashier, Branch Manager*

2018 – 2019

- Oversaw branch operations and ensure high-quality service delivery.
- Managed staff duties, schedules, and reporting.
- Keep the work area clean, safe, & organized.

#### **4. Betwin Sport Betting**

*Position: Cashier*

2017 – 2018

- Handled payments and balanced daily records.
- Assisted customers courteously and professionally.
- Maintained cleanliness of the cashier work area.

#### **Education**

1. Starford International University
  - 2023 – Expected 2027
  - Award: Bachelor in Computer Science (Expected 2027)
2. Crested Secondary School, Kampala
  - 2014 – 2015
  - Award: U.C.E
3. Rumbek National Secondary School
  - 2012 – 2013
  - Award: Promotional certificates
4. Malual Bab Primary School
  - 2006 – 2011
  - Award: Primary Leaving Certificate

#### **Languages**

1. English
2. Arabic (oral)

#### **Additional Information**

- Fast learner and adaptable to new tasks
- Honest, disciplined, and safety-conscious
- Comfortable working in busy environments

#### **References**

Available upon request