

Appreciation and Gratitude for My Journey at Torch Energy Ltd

I am honored to express my sincere gratitude for the incredible opportunities and support I have received during my tenure at Torch Energy Ltd. This journey has been instrumental in shaping my professional development, and I am deeply appreciative of the faith the company has placed in me.

 by **Nkalubo Swaibu Muyingo**



From Pump Attendant to Manager: A Remarkable Progression

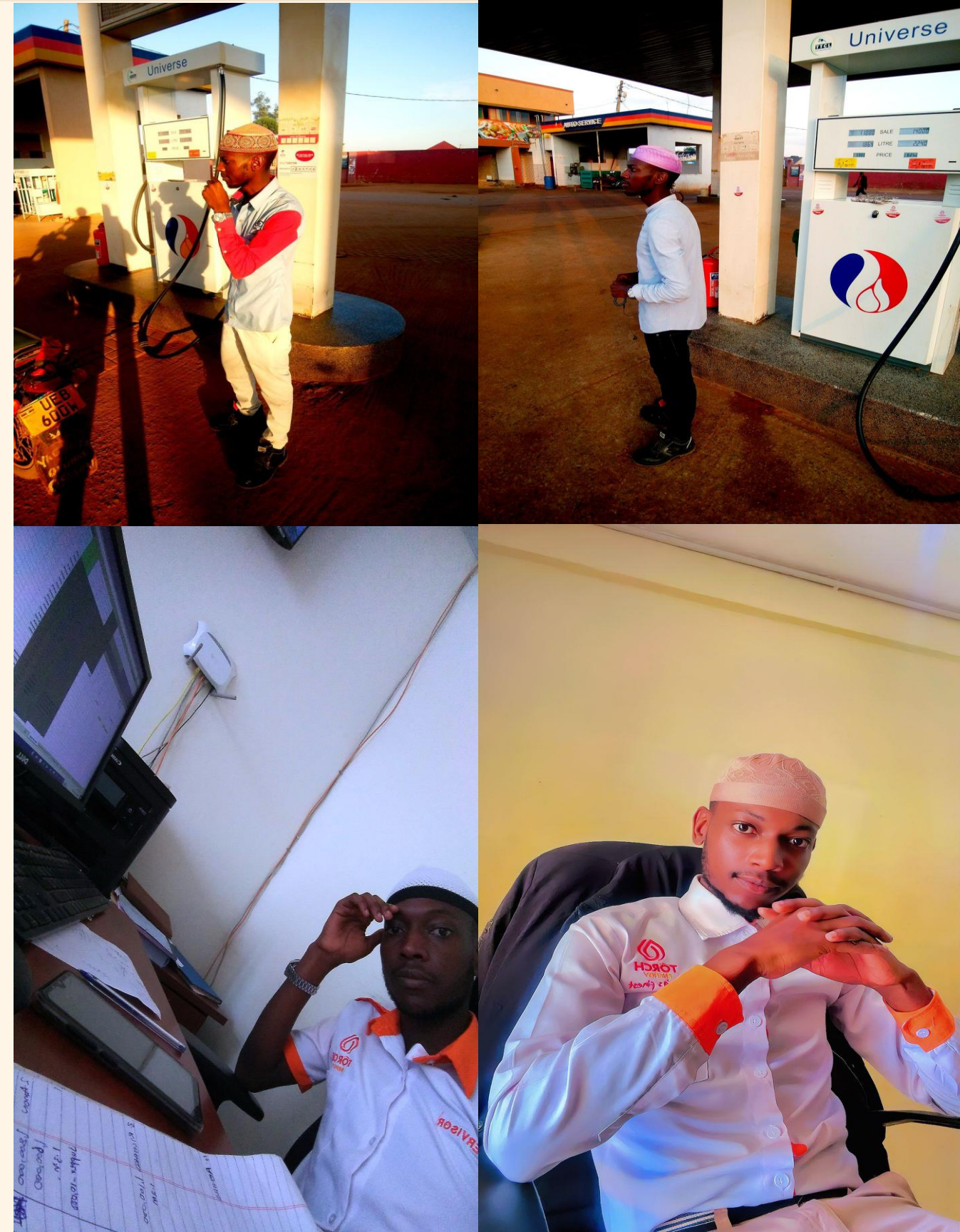
My journey with Torch Energy Ltd has been incredibly rewarding, having started my career with Torch Energy Ltd as a Pump Attendant from its branch at Kasangati formerly known as Verox three years ago and subsequently being promoted to Supervisor at its branch of Kumbuzi along Gayaza road, I have gained invaluable experience and insight into the operational, managerial, and customer service aspects of our business.

Each role has prepared me for the challenges and responsibilities of the managerial position, and I am confident in my ability to excel in this new capacity.

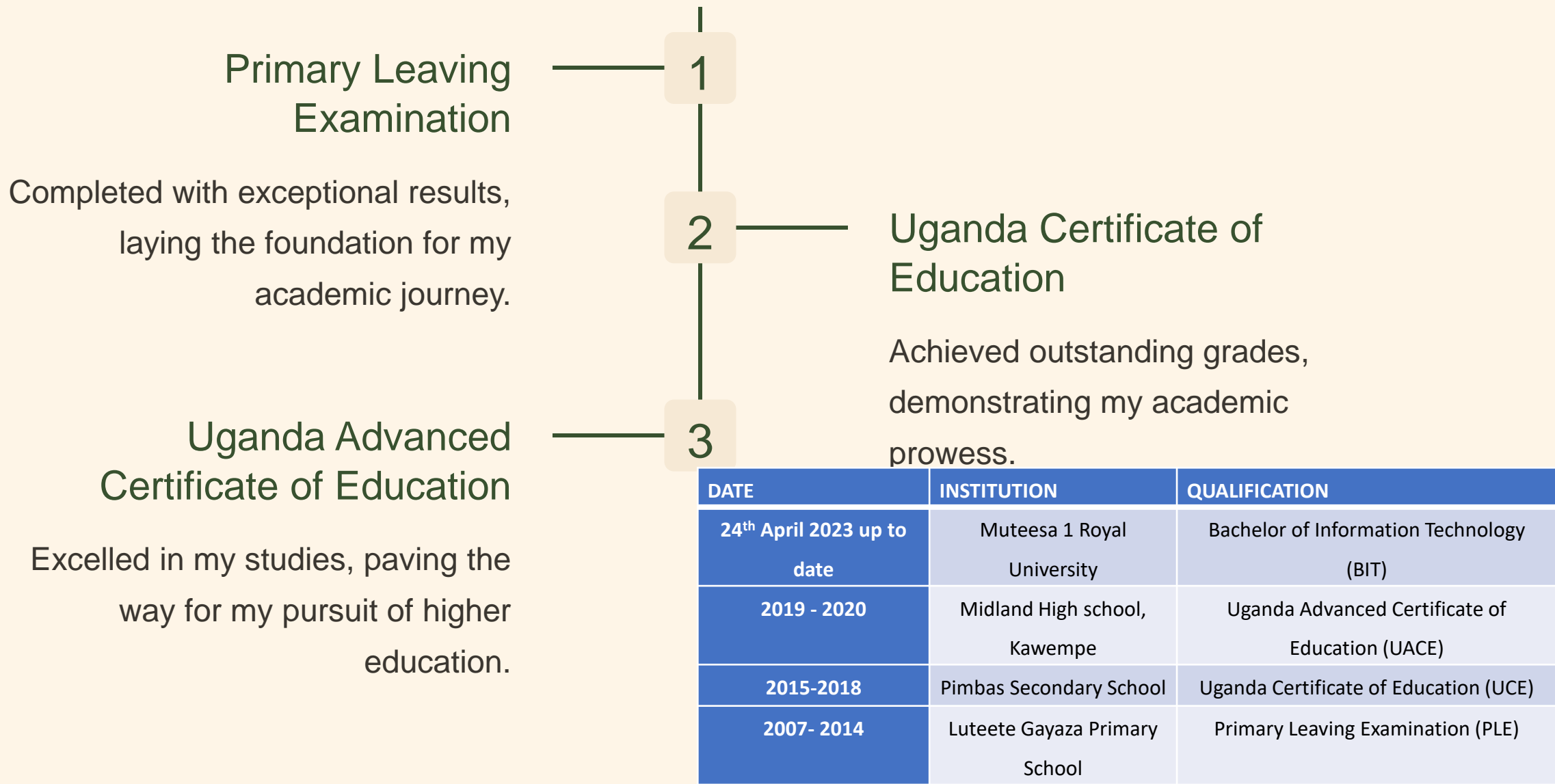
I am particularly proud of the progress I have made and the contributions I have been able to make to our team. My journey through various positions within the company has equipped me with a deep understanding of our operations, a strong rapport with our staff, and a commitment to maintaining the highest standards of service.

I am currently pursuing a Bachelor of Information Technology, which further enhances my ability to integrate modern technological solutions to improve efficiency and customer experience at our stations at large.

I am excited about the future prospects of Torch Energy Ltd and am honoured

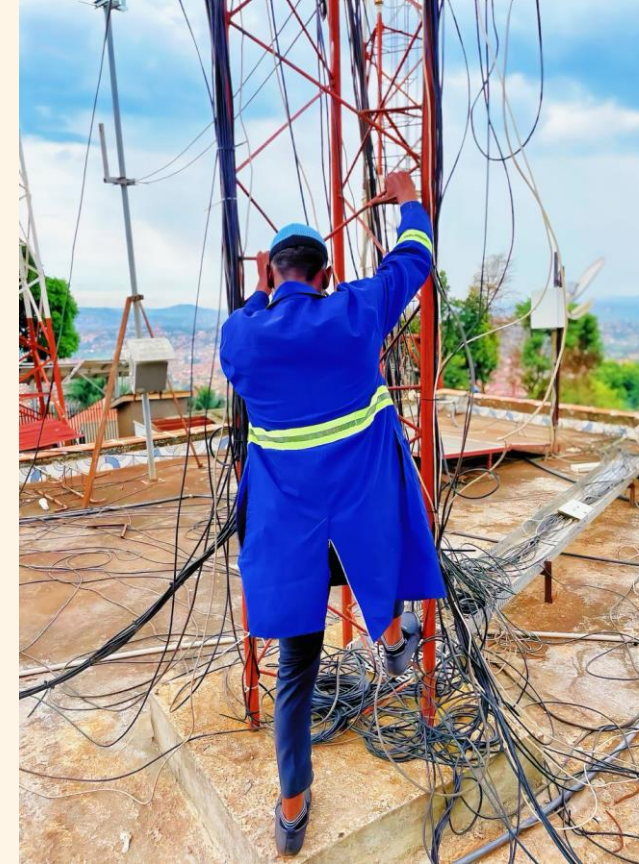


Educational Milestones: A Commitment to Growth



Pursuing a Bachelor's in Information Technology

Recognizing the importance of continuous learning, I am currently in my second year of a Bachelor's degree in Information Technology. This program has equipped me with a deeper understanding of technology and its applications, which I believe will be invaluable in my role as manager.



Internship Experience: Bridging Theory and Practice

To further enhance my skills, I'm currently doing a successful internship and this hands-on experience allows me to apply my academic knowledge in a real-world setting, developing a comprehensive understanding of the industry and its best practices.



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Id Number: 2022000881
Faculty: FACULTY OF SCIENCE, INFORMATION TECHNOLOGY, ENGINEERING, ART AND DESIGN
Program: BACHELOR OF INFORMATION TECHNOLOGY

Student's Results							
SubjectCode	Subject	ActualMark	CU	AC	GP	Remark	
Program-BIT: Year-2022 : Year 1 : Semester 1							
▶ ICT1101B	PRINCIPLES OF PROGRAMMING	87.0	4.0	0	5.0	Normal	
▶ ICT1102B	DISCRETE MATH	83.0	3.0	0	5.0	Normal	
▶ ICT1103B	INFORMATION SYSTEMS	85.0	3.0	0	5.0	Normal	
▶ ICT1104B	WEBSITE DESIGN AND INTERNET TECHNOLOGY	76.0	4.0	0	4.5	Normal	
▶ ICT1108B	COMPUTER LITERACY	77.0	4.0	0	4.5	Normal	
GPA: 4.78			CGPA: 4.78				
Program-BIT: Year-2022 : Year 1 : Semester 2							
▶ ICT1201B	COMPUTER ORGANISATION AND ARCHITECTURE	76.0	3.0	0	4.5	Normal	
▶ ICT1202B	OBJECT ORIENTED PROGRAMMING I	85.0	4.0	0	5.0	Normal	
▶ ICT1203B	DATA BASE SYSTEM	87.0	3.0	0	5.0	Normal	
▶ ICT1204B	SYSTEM ADMINISTRATION	82.0	3.0	0	5.0	Normal	
▶ ICT1211B	COMPUTER NETWORKING	93.0	3.0	0	5.0	Normal	
▶ ICT1212B	TECHNOPRENEURSHIP SKILLS DEVELOPMENT	76.0	3.0	0	4.5	Normal	
GPA: 4.84			CGPA: 4.81				
Program-BIT: Year-2022 : Year 2 : Semester 1							
▶ ICT2104B	OBJECT ORIENTED PROGRAMMING II	59.0	4.0	0	2.5	Normal	
GPA: 2.50			CGPA: 4.59				

Exceptional Customer Service

1

Unwavering Commitment

I have consistently demonstrated a deep commitment to providing exceptional customer service, ensuring that every customer interaction is a positive and memorable experience.

2

Problem-Solving Expertise

I have honed my problem-solving skills, addressing customer concerns with efficiency and professionalism, while always prioritizing their satisfaction.

3

Attention to Detail

My meticulous attention to detail has allowed me to identify and resolve even the most minor issues, enhancing the overall customer experience.

Innovative Approach to Management

Adaptability

I have a proven track record of adapting to changing market conditions and customer needs, ensuring the station remains a competitive and responsive industry leader.

Teamwork

As a manager, I place a strong emphasis on fostering a collaborative and supportive work environment, where employees are empowered to contribute their unique talents and ideas.

Data-Driven Decisions

I utilize data-driven analytics to make informed decisions that drive operational efficiency and profitability, while maintaining a keen focus on customer satisfaction.

Conclusion: Embracing the Future with Confidence

As I reflect on my journey at Torch Energy Ltd, I am filled with a deep sense of pride and gratitude. The opportunities for growth, the support of the company, and the valuable experiences I have gained have all contributed to my transformation into a well-rounded and capable manager. I am excited to continue serving Torch Energy Ltd and its customers with unwavering dedication, innovation, and a steadfast commitment to excellence.

Please find attached my updated curriculum vitae, which outlines my journey and accomplishments within the company. I am available at your convenience to discuss any further details or answer any questions you may have.

Thank you once again for your consideration.

Sincerely,

NKALUBO SWAIBU MUYINGO