**ALWELO CATHERINE**

**TEL: +256706552717/+256776119471 EMAIL:catealwelo@gmail.com**

**PERSONAL INFORMATION**

Gender: Female

Date of birth: 16/July/1991

Nationality: Ugandan

Marital status: single

Cell phone: +256706552717

Email: [catealwelo@gmail.com](mailto:catealwelo@gmail.com)

Residence Nsambya Kampala

**EDUCATION BACKGROUND**

PERIOD QUALIFICATION ATTAINED

2012-2015 Bachelor in business computing

2010-2011 Uganda advance certificate of education (UACE)

2004-2009 Uganda certificate of education (UCE)

**WORK EXPERINENCE**

**MAY 2018 to DATE: telemarketing agent at lollybet Uganda**

Calling customer and introducing the company products and services.

Convincing customers to open up online accounts with the company.

Doing follow ups on the customers who opened up accounts with the company.

Calling the clients and asking them which problems they are facing while using their accounts.

Attending to client’s complaints and after giving those solutions to the problems they faced.

**FEB 2016 to MAY 2018: Deputy Manager at Simba bet Uganda**

Making daily reports on sales of the day and sending them to head office at the end of the day

Balancing cash during the day and closing of the day.

Making weekly requisition for stuff or materials to be used in the gaming center during the week.

Ensuring that all staff report to work in time.

Responsible for closing and opening of the gaming center.

Making sure all equipment in the center is working well and in good condition.

Banking cash at the closure of the day.

Helping and teaching customers on how to use the company products.

Training new staffs.

Handling customer’s complaints and forwarding them to head office team.

**June 2015 to July 2015**

**Intern at tropical high school**

Teaching students computer skills.

Hardware and software maintaince of the school computers.

Monitoring the use of computer by the students.

Marking student’s papers.

**June 2013 to July 2013**

Intern at national community of women living with HIV/AIDS.

Educating people of the community living with HIV/AIDS especially women and girls.

Ensuring that out there living with HIV/AIDS gets proper treatment and live healthy in the community.

**PERSONAL ATTRIBUTIES**

Through my past experiences I have developed, among other these competence and abilities.

Ability to work with other colleagues as a team.

Able to work with minimal supervision and meeting my targets.

Ability to cope with challenges and find solutions

Good communication skills.

Am a very fast learner and like finding, learning new skills.

**AREAS OF EXPERTISE**.

Microsoft office packages excel, word, outlook and power point.

Data entry and report making.

Auditing and managing cash.

Customer care handling

**LANGUAGES SPOKEN**

Kumam - fluent in spoken.

Japadhola - fluent in spoken

English - fluent in spoken and written.

Luganda - fluent in spoken but fair in written

**HOBBIES**

Reading

Watching movies

**REFEREES**

IYABO MONICA

Finance administrator at simbabet Uganda

[monicayb@gmail.com](mailto:monicayb@gmail.com)

Mob: 0785484800

ATIM JULIAN

Administrator at simbabet Uganda

Mob: 0702587735.

EYUDU DANIEL

Education coordinator at yarid Uganda

Mob: 0701903153, 0773581713