



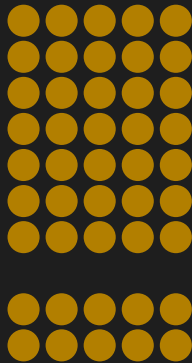
RAYMOND BAGUMA

CSG-SPECIALIST.

SKILLS

Interpersonal

Eye for detail
Communication
Team player
Problem solving
Quick learner.
Efficient
Patience and
resilience
Listening
Trouble Shooting



Technical.

Microsoft Excel
Tableau
Bash/Power-shell
Visual Studios
Google Spreadsheet
Google Docs
Google Slides
Zendesk
Github



CONTACT

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in <https://www.linkedin.com/in/ray-baguma/>
☁ <https://dashboard.heroku.com/apps>

EXPERIENCE

● 2018

- Present

Booking.com

CSG, _

- Responsible for assisting, advising and educating stakeholders about new IT tools changing user interfaces and data procession, mediating between guests and partners, but most importantly always ensuring a high level of customer satisfaction that always guarantees a smile while improving the company ROI along our platform throughout our products.
- First point of contact for out stakeholder both internal(senior, managers) and external (Guests, property partners, travel agencies' affiliates).

● 2015 - 2017

Foot Locker

Online-Sales & Logistics, city
Sales and Logistics management
Product description and marketing strategy.

● 2017 - 2018

Hotel DeHallen

Night-Auditor, city
Front office and logistical management. with regards to accountings, book keeping and balancing.
Briefing the morning team and handing over the tasks for the day.

EDUCATION

● 2018 - Present

Software Developer

Udemy , Amsterdam
Software development with JavaScript, NodeJS, HTML?CSS

● 2006 - 2009

Nursing Science Diploma

Kampala International University , Kampa
la
Nursing science and medial care