



Fred Tumukunde

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Profile

To endeavour and excel in all fields and as a valued team contributor in a challenging, dynamic, and progressive organization that utilizes and enhances my accumulated experience, skill and knowledge while upholding the highest ideals of integrity, honesty, dedicational and professional ethics.

Professional Experience

Operations Administrative support, FedEx Express

08/2021 – present

Dubai,

United Arab Emirates

- Extracting and sending files containing all Shipments destinatin in UAE to Dubai customs
- Answering phone calls and emails regarding inbound or outbound inquiries
- Using systems like Calogi to generate airway bills for the outboard packages
- Executing cargo shipments through websites like emirates sky chain.
- Ensuring that all transit media is well connected to the next flights and send pre alert to the final destinations
- Verifying the media coming in and out to ensure a proper count and standards

Promoted to front desk receptionist, Premier Inn Abu Dhabi Airport

11/2019 – 08/2021

Abu Dhabi,

United Arab Emirates

- Created a positive experience for guests from check in to checkout.
- Processed new bookings via the OPERA system and ensured accurate data capture.
- Assisted guests with any special requirement throughout their stay.
- Took enquiries in person, on phone and via email.
- Managed customer complaints and enquires by providing solutions promptly and effectively.
- Adhered to company standards and policy and ensured the safety of all guests
- Maintained a positive relationship with the manager through providing weekly updates

State room attendant, Premier Inn Abu Dhabi Airport

06/2018 – 11/2019

Abu Dhabi,

United Arab Emirates

- Checked bathrooms, restocked towels, rugs and toiletries before the
- Consulted with the front desk to communicate status of each guestroom and reported maintenance problems and areas of needed improvement.
- Removed trash from rooms and replaced liners to wastebaskets.
- Inspected each room for cleanliness, utilizing checklist to meet company standards
- Furnished guest with clean linens and supplied room with toiletries.
- Moved beds, sofas, and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Mapped out daily cleaning work assignments by assessing vacant room roster.
- Monitored safe usage of chemical cleaners to prevent inhalation, spillage, and chemical burns.

- Followed established cleaning protocol and reduced pre-room labor time while maintaining hotel quality standards.

Housekeeping cleaner, Al barakah holding company

- Cleaned break room, guest laundry, vending and other areas assigned.
- Assisted the laundry personnel with daily laundry duties as needed to always ensure efficiency and productivity.
- Assured that every room met Ameristar standards prior to guest occupancy.
- Demonstrated respect for patient rights and ensured confidentiality in accordance with hospital policy.
- Ensured continued adherence to departmental standards to provide the highest quality of patient care.

10/2016 – 06/2018

Dubai,

United Arab Emirates

Warehouse assistant, Ruyanga Twimukye Trading company

- Received orders and unloaded packages from the truck and stored them properly in the warehouse.
- Maintained accurate records of the materials received and transported out of the warehouse; submitted records to the senior manager.
- Documented and managed the inventory control system in the computer placed in the warehouse using scanners and bar code readers.
- Maintained a clean work environment, and kept tools and equipment used for unloading and loading goods in their assigned places.

11/2014 – 10/2016

Rukungiri, Uganda

Education

BYU pathway program, Brigham young University

04/2023 – present

Idaho,

United states of Americ

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Advanced high school certificate, Vienna high school

2010 – 2014

Mbarara, Uganda

Skills

Housekeeping

State room attendant



Computer Softwares

Opera system, Microsoft suites



Leadership

Complaint handling, Team Management



Office management

office organisation



References

Kasujja Moses, Housekeeping Supervisor, royalcaribbeangroup

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Mubiru Ibrahim, Hub Control Specialist, Fedex Dubai Airport

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