

**WAKOOLI RHODA**

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<b>BIO DATA</b>		Date of Birth: 28 <sup>th</sup> April 1990. Gender : Female Marital Status : Married	
<b>OBJECTIVE</b>			
		To be able to apply to the best of my ability and skills, both practical and theoretical knowledge that I have acquired, to work dynamically and flexibly and cultivate teamwork, effectiveness, personal responsibility and accountability for the better performance and well-being of the organization, nation and the universe at large.	
<b>PROFILE</b>			
		Experienced and able to intensely influence and negotiate with both calm and unmannerly clients confidently. Endowed with computer skills and knowledge. Knowledge of social diversity issues. Proven experience and knowledge in a pressurizing and sensitive environment. Patient and cautious when she has a high caseload, she sets her priorities consistently.	
<b>EDUCATION</b>			
<b>DATE</b>		<b>QUALIFICATION</b>	<b>INSTITUTION/SCHOOL ATTENDED</b>
2012-2017		BACHELOR OF ARTS IN EDUCATION.	MAKERERE UNIVERSITY
2010-2011		UGANDA CERTIFICATE OF ADVANCED EDUCATION	NAMIRYANGO SECONDARY SCHOOL
2003-2006		UGANDA CERTIFICATE OF EDUCATION.	DABANI GIRLS' SCHOOL
1996-2002		UGANDA CERTIFICATE OF PRIMARY EDUCATION	NABBONGO PRIMARY SCHOOL
		<b>WORKING EXPERIENCE</b>	
May 2015- August 2016		<b>Mbale secondary school</b>	Teacher
		<b>Specific duties and responsibilities while working</b> 1. Organize lessons to be taught.	

		<ol style="list-style-type: none"> <li>2. Teach English Language and Literature in English to students.</li> <li>3. Evaluating the students' progress in class.</li> <li>4. Setting examinations</li> <li>5. Monitoring the examination exercise</li> <li>6. Helping the students improve on their skills particularly in communication.</li> </ol>		
<b>september 2016- January 2017</b>		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Mwena photo lab</b></td> <td style="width: 50%;"><b>Customer care agent</b></td> </tr> </table>	<b>Mwena photo lab</b>	<b>Customer care agent</b>
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		Responsibilities:		
		<ol style="list-style-type: none"> <li>1. To make calls to new clients to explaining to them the services we offer.</li> <li>2. Receive calls from clients with issues and assist them in resolving their problems in the shortest time possible.</li> <li>3. Receive chats and social media communication and respond to them appropriately.</li> <li>4. Make a daily report with pointers on where needs development and improvement which is sent to the operations team.</li> <li>5. Ensure the first client is treated as well as the 100th client.</li> </ol>		
<b>February 2017 up to date</b>	<b>Nabbongo Secondary School</b>	<b>Teacher</b>		
		<p style="text-align: center;"><b>Specific duties and responsibilities while working</b></p> <ol style="list-style-type: none"> <li>1. Organize lessons to be taught.</li> <li>2. Teach English Language and Literature in English to students.</li> <li>3. Evaluating the students' progress in class.</li> <li>4. Setting examinations</li> <li>5. Monitoring the examination exercise</li> <li>6. Helping the students improve on their skills particularly in communication.</li> </ol>		
<b>SKILLS AND ATTRIBUTES</b>		<ol style="list-style-type: none"> <li>1. High personal integrity, and able to relate and create trust in others.</li> <li>2. Highly articulate and persuasive team- builder, able to motivate and communicate to achieve exceptional organizational performance i.e. Good interpersonal and</li> </ol>		

		<p>communication skills.</p> <p>3. Dependable and reliable in supporting and enabling team effort to produce genuine long term sustainable development.</p> <p>4. Persistent and flexible approach to the mutually beneficial achievement of organizational goals of staff and clients.</p> <p>5. Openness and willingness to learn more on technical skills and use this for creativity and originality on jobs designated.</p> <p>6. Work under minimum supervision.</p> <p>7. Can work under pressure to meet various company objectives</p> <p>8. Good team player.</p>			
		<b>LANGUAGES</b>			
		<b>Language</b>	<b>Reading</b>	<b>Writing</b>	<b>Speaking</b>
		<b>Luganda</b>	Good	Basic	Excellent
		<b>English</b>	Excellent	Excellent	Excellent
		<b>Kiswahili</b>	Good	Basic	Excellent
<b>REFEREES</b>					
<p><b>Pascal Ndayishimiye</b>  <b>Director Mwena Photo lab and Nile Cheers</b>  <b>+256774786284</b></p>	<p><b>Namisano Alex</b>  <b>Deputy HM Nabbongo secondary school</b>  <b>+256787819161</b></p>	<p>Mwalye Ben Francis  Deputy HM Mbale Secondary School  +256772630982</p>			

