

## DWAYNE SSALI

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📍 Street 16 Industrial area Ar

Rayyan Qatar



### OBJECTIVE

Seeking a positing for utilize my skills and abilities in a company that offer professional growth while being resourceful, innovative and flexible, willing to work as a key player in challenging and creative environment.

### EXPERIENCE

2021 -

01/2023

#### **Snoonu delivery company**

Delivery driver

Responsible for the timely delivery of customer products from the merchants.

01/2017 -

02/2020

#### **Iskan group for trading & contracting (Al Rayyan) Qatar**

Bus driver

Responsible for the transportation of the laborers from camp to their sites of work and to ensure that they are there on time. Picking them up after work and taking them back to their camp.

2012 -

2015

#### **Infectious Disease Institute (IDI) Kampala, Uganda**

Data clerk

Responsible for entering clinical/biomedical Data, sorting, verifying and filing of medical records.

Updating and maintaining of the project Database. Assuring of proper storage of the clients files.

Faxing of the clients files to the IDI data center in Kampala for data clarification and also handling of the data queries from IDI data center.

2007 -

2009

**Excel Call Net Pvt Ltd (Chandigarh, India)**

Systems Analyst / LAN Admin

Responsible for the LAN troubleshooting and support, hardware maintaince, software updates and installation, end user support. This involved providing technical support for the 50 Call Centre executives, covering physical LAN maintenance, VoIP support, Windows XP operating system and a Windows Access database.

2004 -

2007

**Excel Call Net Pvt Ltd (Chandigarh, India)**

Call Centre Executive

Responsible for customer care service, in addition to telemarketing. Was tasked with selling on phone over 30 items monthly including but not limited to Mobile Handsets, Visa/MasterCard/Discovery credit cards and House Mortgages to the USA consumer market. This role enhanced my customer care skills and taught me the importance of meeting set targets within the agreed timeliness. I was also exposed to vast variety of cultures/people via the telemarketing.

## EDUCATION

2008

**Sikkim- Manipal University, India**

Bachelor of Science in Information Technology

2004

**Kitante Hill School, Kampala, Uganda**

Uganda Advanced Certificate of Education

2004

**Mengo Senior Secondary School, Kampala, Uganda**

Uganda Certificate of Education

## SKILLS

- Hardware maintaince
- Networking
- MS Office Suite
- Basketball

## PERSONAL DETAILS

- Date of Birth : 25/10/1985
- Marital Status : Married
- Nationality : Ugandan
- QID : 28580000265

## REFERENCE

- **Charles Mbidde - "Standard Chartered Bank Uganda "**  
Head, Assets and Liabilities Management Global Markets  
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+256 -71 2- 62 79 53
- **Emmanuel Katongole - "Ministry of Finance Planning & Economic Development Uganda"**  
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