

LUGYA WILSON

BACHELOR'S IN BUSINESS ADMINISTRATION



BIO DATA

- Male
- Jan, 03 1994
- +97477160154
- Wilson.lujja05@gmail.com
- Doha

PERSONAL PROFILE

I am an enthusiastic person with a demonstrated knowledge of integrate, hardworking, reliable, and resourceful with over 3 years' experience in Business Administration

SKILLS

- Sales Strategy and Market Research : Skilled in developing and executing effective sales strategies.
- Cash Handling
- Proficiency with Microsoft Word, Excel and PowerPoint.
- Financial Reconciliation
- Defensive Driving Skills with Class C1
- CRM Software Proficiency
- Time management
- Payment Processing
- Data Entry
- Communication: Strong communication and presentation skills.
- Filing and Records Management
- Inventory Management
- Technical skills (Plumbing, painting, electrical)
- IT skills (computer programming ie python)

OBJECTIVES

To steadily expand my existing knowledge, skills and experience and effectively contribute to personal performance in the organization I work with, in the next five years to be a qualified, competent and Professional General Manager.

EDUCATION

- UGANDA ADVANCED CERTIFICATE OF EDUCATION (UACE)
Bishop Sisto Mazzolidi high School 2013
- BACHELOR'S IN BUSINESS ADMINISTRATION
Makerere University Business School 2022

WORK EXPERIENCE

- THE RITZ CARLTON HOTEL - QATAR DOHA - JANUARY 2024 - AUG 2024
GUEST SERVICE REPRESENTATIVE
 - Greet and assist guests with check in and check out procedure, ensuring a seamless experience
 - Handle guest inquiries, Complaints and special requests efficiently, ensuring guest satisfaction.
 - Coordinate with other departments to fulfill guest needs, such as room service house keeping and concierge services..
 - Process payments, manage reservations, and update guest information in the system.
 - Maintain a clean and welcoming environment in the lobby and guest areas. Recognised for achieving a percentage % increase in guest satisfaction ratings over (time period)
- EFS UAE (ADMINISTRATIVE ASSISTANT) - JAN 2023 - DEC 2023
 - Supported day-to-day office operations, including managing schedules, organizing meetings, and maintaining a tidy office environment.
 - Conducted research and compiled data for various projects, contributing to informed decision-making.
 - Managed expense reports and financial documentation, ensuring accuracy and compliance with company policies
 - Assisted in drafting correspondence, proofreading documents, and handling office mail and packages.
 - Collaborated with cross-functional teams to support project coordination and communication.
 - Assisted in onboarding new employees, providing training on office procedures and hotel's policies.

REFEREES

Ali Muhammad
EFS (UAE)
SuperVisor
+971786753676

AMOS BENJUNGURA
EVENTS MANAGEMENT
+97466814017

Muhammed Donia
Guest Representative
Supervisor
+97477140234