



MUSIIGE SHUUBA DARDAI

CUSTOMER EXPERIENCE TRAIN ASSISTANT

PROFILE

A highly motivated and results-driven customer experience professional with over 5 years of work experience and providing worldclass customer service in the railway industry. Proven track record and building strong client relationships. Skilled in Information technology, fire-fighting and basic first aid, report writing, customer service and feedback handling. Eager to grow customer loyalty and maintain the highest level of professionalism.

CONTACT

Email: dshuuba@gmail.com

Phone: +97433107460
+256705771697
+256786998936

Current Residence: Qatar

Nationality: Ugandan

REFERENCES

Gertrude Kizza

Network Performance Analyst

Nokia Solutions and Network Uganda

Kampala, Uganda

+256752600700

gertrude.kizza3@gmail.com

Solomon Wamala

Senior Station Master

RKH Qitarat

Doha, Qatar

+97450852248

wamalasolomax@gmail.com

solomon.wamala@rkhqitarat.com

EDUCATION

Uganda Martyrs University – Nkozi Aug 2015 – Nov 2018
Bachelor of Science Degree in Information Technology

Baptist High School – Kitebi 2009 – 2014
Uganda Certificate of Education
Uganda Advanced Certificate of Education

St. Noah Junior School – Zzana 1997 – 2007
Primary Leaving Certificate of Education

WORK EXPERIENCE

RKH Qitarat | Qatar Rail – Doha
Customer Experience Train Assistant Sept 2021 – present
Roles: Performing manual train rescues during degraded and emergency operations as may be required by the Integrated Control Centre. Ensuring the safety, handling passenger lost property and complaints while providing world class service, Reporting station and train faults.

RKH Qitarat | Qatar Rail – Doha
Customer Experience Station Agent Jul 2019 – Sept 2021
Roles: Providing world class customer service by educating passengers on how to navigate the metro network. Anticipating passenger needs and availing accurate information while responding to passengers. Reporting station faults to the station master.

Central Bank of Uganda – Kampala
IT Support Aug 2017 – Sept 2018
Roles: Computer network setup and troubleshooting, IT support, preparing workstations for deployment to office desks, software installation, domain network connection and testing.

TRAINING AND CERTIFICATES

RKH Qitarat Night School – Aug 2021
Basic Fire Fighting and emergency first aid/CPR and AED

Qatar Host Programme for Experience Makers – Nov 2022

RKH Qitarat Night School – June 2022
Basic Station Operations

SKILLS

- ✓ Excellent written and verbal communication
- ✓ Excellent customer service and feedback handling
- ✓ Interpersonal and team engagement skills
- ✓ Troubleshooting, decision making and problem solving
- ✓ Exquisite Computer soft skills including Microsoft, Oracle, skills
- ✓ Report writing
- ✓ Basic first aid/CPR/AED and fire fighting