



## 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

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### REFERENCES

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## 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