

Curriculum Vitae of

## Kyambadde Charles



Nationality: Ugandan | Current Location: Doha, Qatar

### **Introduction**

I am a dedicated and detail-oriented professional with experience in housekeeping and a strong foundation in Agricultural Engineering and HVAC systems maintenance. My certifications in customer core, accountability, Excel, finance, and accounting complement my technical expertise, making me a versatile candidate for roles in facilities management, customer service, or administrative support. I am eager to transition into a role that leverages certification and organizational skills.

### **Skills**

- HVAC Systems Technician
- Electrical Fundamentals
- Understanding of Blueprints
- Troubleshooting
- Ability to Work in a Team
- Excellent Communication Skills
- Customer Service
- Microsoft Excel , Word, PowerPoint
- Basic accounting skills , financial skills, leadership skills, decision making skills, problem solving skills

### **Education & Certifications**

- **HVAC Technician**  
Arabian Infotech Training Institute  
Doha / November 2023 to December 2024
- **Diploma in Agricultural Engineering**  
Busitema University  
Uganda / Aug 2018 - Dec 2020
- **High School Diploma**  
London College of St. Lawrence  
Uganda / Jan 2016 - Oct2017
- **St. Henry's College Kitovu**  
Uganda / February 2012 – November 2015
- **Accountability**  
The Community Service and Continuing Education Centre  
Qatar University in cooperation with Pioneers Training Centre
- **EF SET Certificate in English**

## **Work History**

### **Acciona Facility Services**

#### **Housekeeping Attendant**

Qatar | October 2023 – Present

#### **Project Designation: Hamad Medical Center**

#### **Duties & Responsibilities:**

- Maintained cleanliness and sanitation of patient rooms and common areas, ensuring a safe and welcoming environment for patients and staff
- Collaborated with nursing staff to ensure high standards of hygiene and compliance with hospital protocols
- Responded to patient requests promptly, fostering a compassionate and service-oriented atmosphere

### **Community Agricultural Trainer**

Uganda | 2021 - 2023

I volunteered to train farmers in villages growing leafy vegetables like Dania leaves, spinach, spring onions, etc.



مركز أريسان التكنولوجي للتدريب  
MARKAZ ARABIAN INFOTECH TRAINING  
CR NO. 115745 - #307, 3 Floor, Al Kheraj Building, B Ring Road  
Al Mundafa, Doha, Qatar

## Course Completion Certificate

Is Proudly Presented To

*Mr. Charles Kyambadde*

For Successfully Completing The Training

### HVAC SYSTEMS TECHNICIAN

Training and has satisfactorily completed an evaluation in the theory and practice of  
HVAC Operations & Maintenance in accordance with ASHRAE Standards

#### OFFICIAL TRANSCRIPT

STUDENT REG NO : AT11328

CERTIFICATE NO : 1024HVAC1228

COURSE START DATE: NOVEMBER 08 2023

COURSE END DATE: DECEMBER 13 2023

SUBJECT	GRADES
BLUEPRINTS & FUNDAMENTALS	A
HAND TOOLS & HVAC COPPER WORK	A
AIR DISTRIBUTION SYSTEMS	A
HVAC ELECTRICALS -PRACTICAL	A
HVAC INSTALLATION & COMMISSIONING	A
HVAC CONTROL SYSTEMS -PRACTICAL	A
HVAC MAINTENANCE & TROUBLESHOOTING	A
HVAC INSPECTION & REPORTING	A



MR. MOHAMMED SHAR  
PROGRAM MANAGER

INSTITUTE SEAL

Phone: +974 44553138 Email: contact@arabianinfotech.qa Web: www.arabianinfotech.qa

This is to certify that

**Charles Kyambadde**

has successfully completed the EF SET Certificate  
and has earned the English level:



#### Understanding the results

EFSET	1-30	31-40	41-50	51-60	<b>61-70</b>	71-100
CEFR	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Upper Intermediate	<b>C1 Advanced</b>	C2 Proficient

Your level of English is **64/100** on the EF SET score scale and **C1 Advanced** according to the Common European Framework of Reference (CEFR). This score is calculated as an average of your reading and listening scores



**Listening Section**  
**57/100 B2** Upper Intermediate

You comprehend most lecture and speeches, including complex arguments and disagreements; you understand most television, radio, internet, and film broadcasts with not too much effort.

- Can understand extended speech and lectures and follow even complex lines or argument provided the topic is reasonably familiar.
- Can understand most TV news and current affairs programs.



**Reading Section**  
**71/100 C2** Proficient

Your command of English allows you to read virtually any kind of text (factual, literary, technical) and accurately recognize and categorize style and tone. You can understand complex technical writing on unfamiliar subjects on a wide range of topics.

- Can read with ease virtually all forms of written language, including abstract, structurally or linguistically complex texts such as manuals, specialized articles and literary works.
- Can understand a wide range of long and complex texts, appreciating subtle distinctions of style, and implicit meaning.



مركز خدمة المجتمع والتعليم المستمر  
Community Service and Continuing Education Center  
QATAR UNIVERSITY



## Certificate of Completion

Community Service and Continuing Education Center – Qatar University is pleased to present

**Charles Kyambadde**

This certificate for successfully completing

**Accountability**

**2024-2024** Distance Learning Recorded from



Dr. Rajab Al-Esmail  
Director – Community Service and Continuing Education Center Course Instructor

in cooperation with



**PIONEERS**  
Training Center

18436874-2263

**LinkedIn** Learning

## Customer Service Foundations

Course completed by Charles Kyambadde  
May 01, 2024 at 04:39AM UTC • 1 hour 11 minutes

Top skills covered

Customer Support

Customer Service

*Dan Belsky*

Head of Global Content, Learning

Certificate ID: 44cb5dac167e090de60a929500e59f29b003d922049803ded803d1b5338c7be





## Cert Prep: Excel 2016 Microsoft Office Expert (77-728)

Course completed by Charles Kyambadde  
May 11, 2024 at 08:22PM UTC • 3 hours 45 minutes

Top skills covered

Microsoft Excel

*Dan Robinson*  
Head of Global Content, Learning

Certificate ID: e5cb7660878e53555246a06e6128322383174e560bae43ae51961799a33d8a2



## Serving Customers Using Social Media (2019)

Course completed by Charles Kyambadde  
May 01, 2024 at 08:16AM UTC • 54 minutes

Top skills covered

Social Media Communications

*Dan Robinson*  
Head of Global Content, Learning

Certificate ID: 8fdd85a2988bd93667d7948540d9ecae2af4d35db9b012a25747dadfacb2919c





## Creating Positive Conversations with Challenging Customers

Course completed by Charles Kyambadde  
May 01, 2024 at 07:37AM UTC • 30 minutes

Top skills covered

Challenging Environment

Customer Service

*Dan Belding*  
Head of Global Content, Learning

Certificate ID: 6d04336e39c6ea355f18d38d89d8426c968da2063bced47db45eed9ef174dc



## Building Rapport with Customers (2022)

Course completed by Charles Kyambadde  
May 01, 2024 at 06:27AM UTC • 27 minutes

Top skills covered

Customer Service

Client Rapport

*Dan Belding*  
Head of Global Content, Learning

Certificate ID: 669ab06ec2f834e8c10026c83b4d9e43c2ab6e27aac3d8728b84a55a5351903f





## Customer Service: Problem-Solving and Troubleshooting

Course completed by Charles Kyambadde  
May 01, 2024 at 05:47AM UTC

### Top skills covered

## Troubleshooting

### Problem Solving

Customer Service

Darf Bednatz

Head of Global Content, Learning



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Programme P008: Regulated Education Provider  
Provider ID: #6304  
Authority #: 90023M002  
PDR#Complaint#s: 0.00  
Case#costs: 0  
[9544ac7c9e4c407f0d9a2bc643ef3cf08A6a750ba9742717b5a79c694c0](#)



## Customer Service: Handling Abusive Customers (2018)

Course completed by Charles Kyambadde  
May 01, 2024 at 07:07AM UTC • 36 minutes

### Top skills covered

### De-escalation

*Das Banditz*

Head of Global Content, Learning



Certificate ID: 9bd7d663067c2b0c541f409c09c3b7529a1f91035bd3000cd0a533cded7bc







## Finance for Non-Financial Managers (2015)

Course completed by Charles Kyambadde  
May 17, 2024 at 06:18PM UTC • 1 hour 23 minutes

Top skills covered

Financial Literacy

Head of Global Content, Learning

Certificate ID: 3851ac5ea37c65342638f667a9995ebbd1da341611da8c15a5f40056c1bad7a



## Accounting for Non-Accountants

Course completed by Charles Kyambadde  
May 16, 2024 at 08:57AM UTC • 1 hour 45 minutes

Top skills covered

Accounting

Head of Global Content, Learning

Certificate ID: 8f46555eaf1d7b122a9325eeb643da2f0a4b13cb7c3c523ck9d061ce768fc





## Customer Service Foundations

Course completed by Charles Kyambadde  
May 01, 2024 at 04:39AM UTC

Top skills covered

Customer Support

Customer Service

Head of Global Content, Learning



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Program PMI Registered Education Provider  
Provider ID: 44334  
Activity #: 10254P2003  
PDU/Certificate Hours: 1.00  
Certificate ID:  
af1a553d128f504e9ab05549f033b-wd5595a1333076a4dc6a67d404584



## Customer Service: Problem-Solving and Troubleshooting

Course completed by Charles Kyambadde  
May 21, 2024 at 07:43AM UTC

Top skills covered

Troubleshooting

Problem Solving

Customer Service

Head of Global Content, Learning



International Delivery Network QAS Self Study  
In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour.  
LinkedIn is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site [www.nasbreg.org](http://www.nasbreg.org).

Field of Study: Communications and Marketing  
Program Sponsoring Association of State Boards of Accountancy (NASBA)  
Registry ID: 4540940  
Continuing Professional Education Credit (CPE): 1.00  
Certificate ID:  
af1a553d128f504e9ab05549f033b-wd5595a1333076a4dc6a67d404584





## Accounting for Non-Accountants

Course completed by Charles Kyambadde  
May 16, 2024 at 01:59PM UTC

### Top skills covered

Accounting

Dan Rodatz

Head of Global Content, Learning



In accordance with the standards of the National Registry of CPAs, Spencers, CPE credits have been granted based on a 50-minute hour. Unleashed is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPAs. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complete recording requested: sponsors may be submitted to the National Registry of CPAs through its web site: [www.nasba.org/cpeinfo](http://www.nasba.org/cpeinfo)

**Field of Study:** Accounting  
**Program:** National Association of State Boards of Accountancy (NASBA)  
**Regulatory ID:** #60940  
**Crediting Professional Education Credit (CPE):** 2.80  
**Contact Us:**  
[cs@nba.org](mailto:cs@nba.org), 1-800-455-4555, 704-437-5600, 437-5600 or 1-800-455-4555



## Customer Service: Problem-Solving and Troubleshooting

Course completed by Charles Kyambadde  
May 01, 2024 at 05:47AM UTC • 35 minutes

### Top skills covered

### Troubleshooting

### Problem Solving

Customer Service

Dan Biedrzycki

Head of Global Content, Learning



Certificate ID: a4c7cc550a72bdacbd0ab6b64c75a83608ce8740f9907544c253dw0178069620



# Learning Data Analytics: 1 Foundations

Course completed by Charles Kyambadde  
May 25, 2024 at 05:19PM UTC • 3 hours 29 minutes

Top skills covered

Data Analytics

Head of Global Content, Learning

Certificate ID: bf9d68f0b3ad041bae7701e7b73ef772da8f16eb5e4831d43d580cd3333efc



# Learning Data Analytics Part 2: Extending and Applying Core Knowledge

Course completed by Charles Kyambadde  
May 27, 2024 at 06:46AM UTC • 3 hours 22 minutes

Top skills covered

Data Analytics

Head of Global Content, Learning

Certificate ID: 8c908568d95ef9957874b2906338bc3cc3493e428a77d863643e2112953bdc4





Certificate ID: c28c7986c3a74e31196297c0eb3d66e24cd4c9fcb0724b278e90cd293e65

