* CURRICULUM VITAE

Name: BETTY KAVULA

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PERSONAL PROFILE

Interpersonal skills and Communications:

Native French Speaker (written and spoken) and Fluent in English (written and spoken).

I have strong communication skill and communicate well with colleagues and customers alike.

I have worked in two diverse role jobs in the past that both involve dealing with customers. My

role in TKK MAX involves direct communication with customers while my role in IBM involves

communicating with customers via phone network and internet. I’m a motivated, self-driven,

organized individual who loves to succeed in everything I do; I work well as part of a team or in

an individual contributor role.

Work Experience and Key Responsibility

May 2013 Fund raising Ireland as a charity fund raiser

2007-2008 Sales Associate TKK MAX Ireland Ltd,

 Blanchardstown Shopping Centre, Dublin 15

¬ Responsible of scamping (Pricing items and goods) and multitasks including working in

 the till and answering customer’s queries. In charge of shop floor packing and

¬ Offering customer better price during sales and advising them on how to buy items.

¬ Maintaining hygiene standards within the Store and quality awareness and stock

 Replenishment.

2005- 2006 Customer Service Multilingual IBM (Multiflex)

¬ Responding telephone calls and emails from clients and dealing with various customers

 Queries. Customer service role in an office environment retail sector. Duties including

¬ Responsible of order management, processing supplier invoices quality control of spare parts

¬ Before packing. In charge of looking after customer orders and making sure the customers

 are satisfied with the level of service rendered.

¬ Customer's reports and general administration (duties include copying, Posting and

 Reporting to the Manager).

2004 – 2005 Sales Assistant Londis Clane Co.Kildare

¬ In charge of day to day sales serving customers in the till. Working in the floor and packing.

¬ I make full reports of problems or complaints raised by customers to management.

¬ I attend to customer queries on the spot making use of own initiative.

Education and Qualifications

2015-2017 Maynooth University, Honour degree in LAW and Arts

2012-2014 institute of technology Blanchardstown, Applied social studies

2009-2010 Dunboyne College of Further Education, Co.

 Meath, FETAC level 5

2008.2009 Dunboyne College of Further Education, Co.

 Meath, F.E.T.A.C level 5 Computer and Information

 Technology

 1993- 1997 Motema Mpiko Girls’ Secondary School,

 Kinshasa DRCongo, Secondary School/ Living

 Certificate Examination.

 Achievements and Interests

I enjoy travelling, reading books, working within teams to carry out task, meeting and interacting

With different social groups, learning new things and always putting myself up to a challenge.

Social and Cultural:

I am an active church member and in the last few years I have been involved in the organising of

Several charity events and fund raising events.

Referees

References are available upon request.