

Lawrence Mugwe

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### Professional Summary

Motivated and customer-focused professional with experience in cashiering, customer care, and hospitality operations. Skilled in communication, problem-solving, and delivering excellent customer service in fast-paced environments. Passionate about teamwork and continuous improvement.

### Work Experience

#### **Cashier, Chef & Room Attendant - King Shade (May 5, 2025 – Present)**

Manage daily cash transactions with accuracy and proper reconciliation.

Prepare meals, support kitchen operations, and maintain food safety standards.

Clean and organize guest rooms, ensuring comfort and excellent presentation.

Assist guests professionally and provide a welcoming environment.

Perform multiple roles efficiently to support smooth lodge operations.

#### **Customer Care Representative (CCR) - CCI CALL CENTER INTERNATIONAL (May 3, 2024 – May 5, 2025)**

Handled customer inquiries and provided timely resolutions.

Maintained accurate customer records and ensured high service quality.

Assisted customers with billing, product information, and troubleshooting.

#### **Cashier & Waiter - Wilson Caterers (November 2023 – May 3, 2024)**

Handled daily cash operations and customer orders.

Served guests professionally and ensured quality service.

Balanced cash and supported kitchen/kitchen teams for smooth operations.

**Education**

**ZETECH UNIVERSITY (2021-2022)**

Certificate in food and beverage production(*Result slip*)

**Presbyterian church of east Africa PCEA College,molo**

Certificate in Computer Packages

**Muchorwe Secondary School**

KCSE Grade: D

**St. Lwanga Primary School**

KCPE: 286 Marks

**SKILLS**

Customer Care & Communication

Cash Handling & Reconciliation

Problem-Solving

Teamwork & Time Management

Phone Handling & Computer Skills

**INTRESTS**

Swimming

Watching Movies

Interacting with People

References available on request.