

CURRICULUM VITAE

BIODATA

NAME: Ivan Ochige
SEX: Male
DATE OF BIRTH: 17TH/Sept/1993
NATIONALITY: Ugandan
MARITAL STATUS: Single
PLACE OF RESIDENCE: Butabika, Bbiina Zone A
CONTACT: 0781360059 / 0754-711165 / 0784-855374
EMAIL ADDRESS: ivanochige@gmail.com

PERSONAL PROFILE

A confident, reliable and enthusiastic individual, with previous customer service experience. I enjoy serving customers and solving their problems. I am a great communicator and listener. I am well organized, result-oriented, able to multi-task and prioritize effectively to manage the conflicting demands in a fast-paced working environment. As an experienced customer service officer, I take an enthusiastic approach and a friendly, genuine dedication to customer service and satisfaction.

CAREER OBJECTIVES

To work and succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities and develop my career.

ACADEMIC BACKGROUND

INSTITUTION	YEARS	AWARD
Kyambogo University	2014-2017	Bachelor's Degree
Lakeside College Luzira	2012-2013	Uganda Advanced Certificate of Education
Jeressar High School	2008-2011	Uganda Certificate of Education

WORK/INTERNSHIP EXPERIENCE

PERIOD/YEARS	ORGANISATION	POSITION HELD
20 th /Feb/2024-Up to Date	Pearl Dairy Farms Limited.	Sales Executive.
24 th /May/2021 - 25 th /Feb/2023	Tugende Limited.	Customer Relations Officer
30 th /Sept/2019-31/Dec/2020	I&M Bank (Orient Bank.)	Bank Teller.
31 st /Octo/2018-3 rd /Sept/2019	Barclays Bank (Absa)	Lead Generator.
6 th /April/2018-8 TH Sept/2018	Kampala Area Federation of Communities (KAFOC)	Area Strategic Plan Reviewer (ASPR)
13 ^l /April/2016-28 th /Aug/2016	Stanbic Bank Uganda Limited	Customer Information Consultant

Pearl Dairy Farms Limited
20th/Feb/2024-Up to date
Sales Executive

Responsibilities:

- ✓ Take orders from the super agents and inform them on any unforeseen delays or problems in delivery of their orders;
 - ✓ Update super agents on new products, identify opportunities to grow the customer base through establishing new relationships, and be the first point of contact for urgent calls, emails, and messages;
 - ✓ Prepare an inventory stocks report of the stocks in the super agents' custody;
 - ✓ Follow up with the office whether payment done by the agents has reflected;
 - ✓ Create a Demand Signal Repository (DSR) list/database of what is sold as well as competitor information;
 - ✓ Monitor and report on market competition by regularly assessing pricing dynamics, new product specifications, and different trade activities;
 - ✓ Ensure processing of orders is done on time as guided by the standard operating procedures;
 - ✓ Build and maintain existing relationships with all customers, solve and/or escalate customer complaints depending on the magnitude of the issue;
 - ✓ Obtain and maintain data of retail outlets for every market assigned by the Sales Manager;
 - ✓ Study market trends and make appropriate recommendation to improve sales and as well provide daily competitor, consumer and market intelligence;
 - ✓ Ensure accurate pricing of milk products to all customers;
 - ✓ Resolve or escalate various complaints submitted by customers by offering proper solutions;
 - ✓ Perform any other duties as may be assigned.
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Tugende Limited
24th/May/2021-25th/Feb/2023
Customer Relations Officer

Responsibilities:

- ✓ Welcome customers and visitors who enter the office premises and help them meet their needs promptly, professionally, and with empathy.
- ✓ Identify areas for improvement in customers' experience with, and propose and implement solutions.
- ✓ Carry monthly Market Feedback Analysis and execute customer-facing surveys every quarter.
- ✓ Resolve customer complaints directly or direct them to the relevant person and function.
- ✓ Attend the toll-free line by explaining application procedures, answering questions, confirming prices, and receiving feedback.
- ✓ Record and track customer inquiries, requests, and complaints in the Customer Feedback log.

- ✓ Assist customers in the account opening process based on compliance and KYC procedures.
 - ✓ Respond to customer queries or refer them to the appropriate service channels where necessary.
 - ✓ Identifying customer needs, researching, and analyzing market trends.
 - ✓ General maintenance of the office; Aiding with client reception;
 - ✓ Performing general office clerical duties and errands as needed.
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Orient bank Uganda Limited (OBL)

30th/Sept/2019-31st/Dec/2020

Teller

Responsibilities:

- ✓ Accurately pay and receive cash on behalf of the bank.
 - ✓ Balance work daily, and support the operations and service functions of the branch, including adherence to policies and procedures.
 - ✓ Cross-sell bank products (e.g. Banc assurance, digital banking) to the customers.
 - ✓ Maintain the highest-level confidentiality and integrity to both internal and external customers
 - ✓ Buy and sell Foreign currencies using approved rates confirmed by Treasury
 - ✓ Process Money Transfer transactions using the available bank platforms
 - ✓ Issue out debit cards, and Cheque banks to customers
 - ✓ Respond to customer queries or refer them to the appropriate service channels where necessary.
 - ✓ Provide customers with excellent service while processing other noncash services.
 - ✓ Maintain a professional manner to build customer confidence and trust.
 - ✓ Support the Bank's guidelines for providing excellent customer service, including greeting customers, smiling, using their name, and building a rapport with customers; that generates customer loyalty.
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Barclays bank Uganda Limited (Absa)

31st /Octo/2018-3rd /Sept/2019

Lead generator

Responsibilities:

- ✓ Deliver exceptional sales performance by identifying and meeting customer needs through cross-selling of bank products and services.
- ✓ Provide direct "hands-on" sales support (quality lead generation and effective follow-up to generate and convert quality leads into sales).
- ✓ Participate in sales campaigns to meet specific targets.
- ✓ Maintain own sales performance statistics for management information usage.
- ✓ Submit completed application forms for different products in line with the bank policies and requirements and submit them to team leaders for review.

- ✓ Check the correctness and ensure accuracy of each new account application, loan document, Barclaycard application, and all other customer documents.
- ✓ Provide excellent customer service in line with Barclays Bank values.
- ✓ Own customer queries and complaints around account opening, loans, and card application and resolve them in a timely manner. Escalate any unresolved queries or queries not resolved in a short period of time to the line manager.
- ✓ Build relationships with internal service providers (Operations and the KYC Helpdesk) to ensure a quick turnaround time for escalated queries and complaints.

SKILLS

Key Skills:

- ✓ Customer care skills.
- ✓ Good organizational and multitasking abilities.
- ✓ Good communication and people skills.
- ✓ Problem-solving.
- ✓ Planning.
- ✓ Google Workspace.
- ✓ Microsoft Office tools.
- ✓ Good listening skills.
- ✓ Team Player.
- ✓ Cash handling.
- ✓ Analytical and numerical skills.
- ✓ Advanced Excel.
- ✓ Attention to detail.
- ✓ Presentation Skills.

Other Skills:

- ✓ Typing speed of 40 WPM.
- ✓ Google App Script.
- ✓ Internet skills.
- ✓ Leading and supervising.

LANGUAGES SPOKEN

LANGUAGE	SPOKEN	WRITTEN
English	Fluent	Fluent
Luganda	Good	Good
Ateso	Good	Good
Kiswahili	Fair	Fair

REFEREES

- 1) Mr. Masagazi Abu
Sales Manager
Pearl Dairy Farms Limited.
Tel: 0703710868

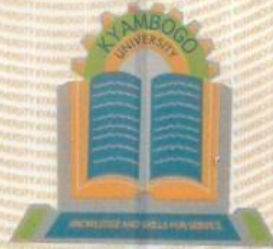
- 2) Ms. Catherine Lule
Branch manager
I&M Bank
Email: catherine.lule@imbank.co.ug
Tel: 0773302484

- 3) Ms. Rebecca Namudosi
Branch manager
Tugende Limited
Email: nrebecca6@gmail.com
Tel: 0770576629 / 0775548489

CERTIFICATION:

I Ivan Ochige certify that to the best of my knowledge and belief, this data correctly describes me, my qualification, and my experience.

KYAMBOGO



UNIVERSITY



S/N : E37662C42B84

This is to certify that



OCHIGE IVAN

having fulfilled all the requirements
for the award of the

DEGREE

OF

BACHELOR OF MANAGEMENT SCIENCE

(Second Class Honours -Upper Division)

was admitted to the degree
at the 14th Kyambogo University Congregation
held on

13th December, 2017

Vice Chancellor



KYU-550365

Academic Registrar

KYAMBOGO UNIVERSITY

P. O. BOX 1 KYAMBOGO
Tel: 0414-286237/8/285037
Email: arkyu@kyu.ac.ug, www.kyu.ac.ug
Office of the Academic Registrar

ACADEMIC TRANSCRIPT



140807009763

REGISTRATION NO: 14/U/9763/MSE/PE
NAME: OCHIGE IVAN
GENDER: MALE
DATE OF BIRTH: 17-SEP-1993
TYPE OF ENTRY: A-LEVEL
FACULTY: MANAGEMENT AND ENTREPRENEURSHIP
PROGRAM: BACHELOR OF MANAGEMENT SCIENCE
COMPLETION YEAR: 2017



S/N: 4F52EF64ADBB

YEAR 1 SEMESTER 1				YEAR 1 SEMESTER 2			
CODE	COURSE/SUBJECT TITLE	CU	GP GD	CODE	COURSE/SUBJECT TITLE	CU	GP GD
BSA111	FUNDAMENTALS OF ACCOUNTING I	4	4.0 B	BSA121	FUNDAMENTALS OF ACCOUNTING II	4	4.0 B
BSM112	QUANTITATIVE METHODS	4	4.0 B	BSA125	INFORMATION TECHNOLOGY I	4	4.0 B
BSM113	LEGAL FRAME WORK OF ORGANISATIONS	4	4.0 B	BSM122	QUANTITATIVE METHODS II	4	5.0 A
BSM114	PRINCIPLES OF MANAGEMENT	4	4.0 B	BSM123	COMMUNICATION SKILLS	4	4.0 B
BSM115	ECONOMIC THEORY	4	4.0 B	BSM124	MANAGERIAL ECONOMICS	4	4.0 B
GPA: 4.00				GPA: 4.20 CGPA: 4.10			
YEAR 2 SEMESTER 1				YEAR 2 SEMESTER 2			
CODE	COURSE/SUBJECT TITLE	CU	GP GD	CODE	COURSE/SUBJECT TITLE	CU	GP GD
BSA213	TAX THEORY	2	5.0 A	BSA222	COST ACCOUNTING	4	3.5 C+
BSA215	INFORMATION TECHNOLOGY II	4	5.0 A	BSA224	FINANCIAL MANAGEMENT	3	2.5 D+
BSM211	MARKETING MANAGEMENT	4	3.0 C	BSM221	FINANCIAL ANALYSIS	3	2.0 D
BSM212	COMPANY LAW	3	3.5 C+	BSM223	BASIC ENTREPRENEURSHIP SKILLS	3	4.0 B
BSM214	PRODUCTION AND OPERATIONS MANAGEMENT	4	4.0 B	BSM225	HUMAN RESOURCE MANAGEMENT	4	4.5 B+
BSM216	ORGANISATIONAL BEHAVIOUR	3	4.0 B	BSM226	RESEARCH METHODS	3	4.0 B
GPA: 4.03 CGPA: 4.08				GPA: 3.48 CGPA: 3.93			
YEAR 3 SEMESTER 1				YEAR 3 SEMESTER 2			
CODE	COURSE/SUBJECT TITLE	CU	GP GD	CODE	COURSE/SUBJECT TITLE	CU	GP GD
BSA312	MANAGEMENT ACCOUNTING	4	3.0 C	BSA321	EXTERNAL AUDITING	4	5.0 A
BSA314	INTERNAL AUDITING	4	4.0 B	BSA322	TAX MANAGEMENT	4	3.5 C+
BSM311	STRATEGIC MARKETING	5	4.0 B	BSA325	PUBLIC SECTOR ACCOUNTING AND MANAGEMENT	4	4.5 B+
BSM313	ENTREPRENEURIAL PRACTICE	3	3.5 C+	BSM323	E-BUSINESS	4	5.0 A
BSM315	SERVICE MARKETING	4	5.0 A	BSM324	STRATEGIC MANAGEMENT	4	2.5 D+
GPA: 3.93 CGPA: 3.93				BSM329 RESEARCH REPORT GPA: 3.88 CGPA: 3.92			

OFFICE OF THE
ACADEMIC REGISTRAR
KYAMBOGO UNIVERSITY
P. O. BOX 1, KYAMBOGO

FINAL CGPA: 3.92
AWARD: BACHELOR OF MANAGEMENT SCIENCE
CLASS: Second Class Honours (Upper Division)

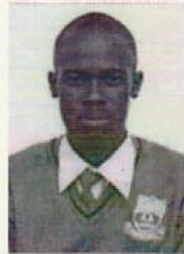
Signed:
For Academic Registrar
Date & Stamp: 17/01/2018

- NOTE:**
1. The transcript is not valid without the Official Stamp of Kyambugo University
 2. The Medium of Instruction is English(UK)
 3. This transcript is verifiable online. Please follow the instructions at http://documents.kyu.ac.ug/verify_transcript

Uganda National Examinations Board



This is to certify that the candidate named below, and whose photograph appears, sat for the Uganda Advanced Certificate of Education Examination in the year 2013, and qualified for the award of the



Uganda Advanced Certificate of Education

The candidate passed at the level shown (Principal or Subsidiary) in the subject(s) named and attained the Grade(s) as indicated.

OCHIGE IVAN

(AGE 20)

U0336/683

LAKESIDE COLLEGE, LUZIRA, P.O. BOX 50013 KAMPALA

SUBJECT	U.A.C.E. STANDARD	GRADE
GENERAL PAPER	Subsidiary	4
ECONOMICS	Principal	D
MATHEMATICS	Principal	C
PHYSICS	Principal	E
SUBSIDIARY COMPUTER	Subsidiary	4

SUBJECTS RECORDED: FIVE

Secretary

Uganda National Examinations Board



Chairperson

Uganda National Examinations Board

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A thread is running vertically through the sheet.
The photograph of the candidate is printed, not affixed.



A 0138049



(See overleaf)

Uganda National Examinations Board



This is to certify that the candidate named below sat for the Uganda Certificate of Education Examination in the year 2011, and qualified for the award of the

Uganda Certificate of Education

DIVISION I

THE CANDIDATE REACHED THE GRADE SHOWN IN THE SUBJECTS NAMED.

OCHIGE IVAN (AGE 18) U1373/062
JERESSAR HIGH SCHOOL P.O. BOX 360 SOROTI

	GRADE
ENGLISH	1 (ONE)
CHRISTIAN RELIG ED	5 (FIVE)
HISTORY	4 (FOUR)
GEOGRAPHY	4 (FOUR)
MATHEMATICS	4 (FOUR)
AGRICULT PRINC & PRAC	2 (TWO)
PHYSICS	5 (FIVE)
CHEMISTRY	6 (SIX)
BIOLOGY	6 (SIX)
COMMERCE	3 (THREE)
SUBJECTS NAMED: TEN	SUBJECTS PASSED: TEN

Secretary

Uganda National Examinations Board



Chairman

Uganda National Examinations Board

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through the paper.
A thread is running vertically through the sheet.

U 2663450

(See overleaf)