**RESUME**

**BIO DATA**

**ADMINISTRATIVE EXECUTIVE RECEPTIONIST**

Name: Susan

Date of Birth: 15 May 1981

Nationality: Ugandan

Sex: Female

Marital status: Married

Current City: Dubai

Visa Status: Employment Visa

End of Contract: 24 March 2016

**CONTACT ADDRESS**

E-mail: susan.257258@2freemail.Com

**PERSONAL OBJECTIVES**

I am result oriented, proactive and always willing to learn new ideas. I have good interpersonal skills with a wealth of experience in sales and marketing, administration, data entry, communication skills, leadership, International relations and Diplomacy. I can work under supervision or without supervision and willing to take on new challenges presented to me.

**EDUCATION BACKGROUND**

2001-2004 Makerere University Kampala Uganda, Bachelor’s Degree in Secretarial Studies.

1999-1998 Kololo Senior Secondary School Uganda, Uganda Advanced Certificate of Education.

1995-1998 Kololo Senior Secondary SchoolUganda, Uganda Certificate of Education

**WORKING EXPERIENCE**

**2014 March Todate**

Sales Assistant/Visual Merchandiser (SuitBlanco Fashion Brand) IBN Batota Mall

Masharee Liwa Trading (L.L.C)

**Responsibilities Held**

* To present designated general products to existing customers
* Achieve excellent sales production and exceed key performance indicators (KPI) spelt out in the relevant score cards.
* Offer excellent customer services to Clients and ensure proper documentation while adhering to the company’s internal policies and business process.
* Ability to excel in a highly dynamic and fast paced environment
* Ability to exceed sales target
* Highly motivated with a strong drive to excellence
* Cashiering and handle cash related matters at the store
* Receive items to be displayed at the stores
* Merchandising new items/collection in the store and any other responsibility given by the store in-charge
* Dispatch off non saleable items back to the warehouse and any other duty assigned to me

**2010 August to January 2014**

Visa Clerk

Royal Thailand Honorary Consulate-General

**Responsibilities held**

* Receive visa fees from visa applicants
* Issue and receive visa application forms from clients for visa issuance
* Receive and answer telephone calls regarding visa application matters
* Print cash reports and issue visas
* Excellent customer service to the clients
* And any other duties assigned to me by the Consul-General’s office.

**2010 March - July 2010**

Personal Assistant

Abacus Pharma Africa Limited as a

**Responsibilities held**

* Arrange meetings and take minutes
* Fix and arrange appointments for the directors
* Receive telephone calls and direct them to the intended person
* Type internal memos
* Attend to visitors and arrange tea for them
* Maintaining the director’s Diaries
* Type correspondences, maintain master copy of documents
* Filing of official documents and any other duties assigned by the directors

**2006 November-February 2010**

Secretary to the Imports manager

Roofings Limited

**Responsibilities held**

* Receive and direct telephone calls to the imports manager
* Fix and follow up on appointments for the imports manager
* Keeping the manager’s diary to date
* Insurance of cargo, prepare weekly and monthly reports for Uganda revenue authority for customs purpose
* Filing of office documents and maintain master copies of documents in the imports department
* Follow up on shipments coming in and ensure that they are fully paid and insured
* Payment of Import purchase orders and follow up with the suppliers
* Requisition of office assets, monitor usage and maintain in accordance with administrative guidelines

**2004-2005**

Front Desk Executive Customer care advisor

Roofings Limited

**Responsibilities held**

* Offer customer services to clients
* Receive and send calls to marketing and other departments
* Welcome and receive visitors and direct them to intended offices
* Maintenance of the front desk, fax documents, send and post mails and parcels, ensure that there was customer satisfaction within the clients.
* Present designated general products to existing customers.
* Achieve excellent sales production and exceed key performance indicators (KPI) spelt out in the relevant scorecard.
* Deliver excellent customer service and ensure proper documentation while adhering to the company’s internal policies and business process.

**Languages Spoken**

English: fluent in speaking, reading and writing skills.

**Reference** Upon request