Nationality: Ugandan

Date of birth: 27/10/1988

Marital status: Single

Gender : Female

**Career Objective**

I am a dedicated, hardworking professional with a combined 5 years’ experience in administration, customer services, research and having successful track record of achievements in delivering business improvement solutions. I am very excellent in market research, client interaction, and I also provide competent solution towards achieving best business functionality. I am seeking a challenging position that will allow me to further develop and make use of my expertise and that will provide me with essential growth opportunities while being resourceful and innovative.

**PERSONALITY**

* Dedicated, hardworking and self-motivated individual who is committed to success.
* Result oriented individual inspired by the desire to leave the best impression.
* Good relationship-builder with good interpersonal, communication skills. Fluent in English language.
* Enthusiastic, eager to meet challenges. Keen on discovering new opportunities

**ACADEMIC QUALIFICATIONS**

* **UNITED STATES INTERNATIONAL UNIVERSITY - AFRICA, NAIROBI, KENYA –**Bachelor’s degree in International Relations, Concentration: Diplomacy, Minor: Public Relations - 2014
* **ST. MARY’S SENIOR SECONDARY SCHOOL, KITENDE, UGANDA** – Uganda Advanced Certificate of Education (U.A.C.E) – 2007
* **MARYHILL HIGH SCHOOL, MBARARA, UGANDA** – Uganda Certificate in Education (U.C.E) - 2005

# WORK EXPERIENCE

**M-Cash Uganda Limited –** September 2014 – February 2016 **–** Administrative Assistant

Providing excellent support to customers and was responsible for after sales issues. My responsibilities included and were not limited to the following;

* Office support activities for administrative supervisor as well as other staff members such as fielding telephone calls, typing, creating spreadsheets and presentations, and filing.
* Performing internet research functions to furnish the staff with pertinent information when required.
* Report writing and subsequent record keeping as well as coordinating preparation of reports, analysing data, and identifying solutions.
* Maintaining equipment and supplies inventories by checking stock to determine inventory level; anticipating needed supplies; placing and following up orders for supplies; verifying receipt of supplies.

**Consulting Limited, Nairobi** – January 2012 – November 2013 – Social Media Officer/Front office co-manager

Provided excellent customer care services to clients. My responsibilities included and were not limited to the following;

* Content development for the firm’s Social Media pages as well as ensuring timely posting of the open job vacancies from clients.
* Researching new avenues to improve and increase the firm’s presence in the job market in Nairobi. I was able to initiate a correspondence between the firm and my university such that it the former could be able to participate in the university’s annual career fair week.
* Front office duties such as answering telephone queries from clients and job applicants, welcoming visitors as well maintain the appointment diary and banking of the firm’s cheques.

**Mukama High School** – December 2007 – July 2010 – Receptionist/Personal Assistant

My responsibilities included and were not limited to the following;

* Scheduling meetings and travel for the School administrator and Headmaster.
* Answering phones and operating the switchboard as well as routing calls to specific people.
* Answering inquiries about the school from parents as well as other interested parties.
* Greeting visitors warmly and make sure they are comfortable by offering a beverage.
* Scheduling meetings and conference rooms.
* Ensuring that the reception area is tidy.
* Coordinating mail flow in and out of office through sorting and distributing mail.
* Handing out employee applications.
* Arranging appointments for the school administrator and other management personnel as well as keeping these appointment calendars updated.
* Cash out people when necessary.
* Performing basic bookkeeping, filing, and clerical duties.

**Professional Skills**

* Able to observe deadlines and determination to meet targets
* Computer literate with competence in MS Office, Outlook & Email.
* Communication and negotiation skills – politeness, friendliness, and excellent oral and verbal communication
* Organized and focused

**Languages spoken**

* English (Fluent), Swahili, French.

**First Name of Application CV No:** **1703280**

Whatsapp Mobile: +971504753686

