**[NABASUMBA.359085@2freemail.com](mailto:NABASUMBA.359085@2freemail.com)**

**NABASUMBA**

# Summary.

Self- motivated and dependable individual with progressive experience working as an Administrator. Highly skilled in greeting visitors and guiding them appropriately.competent at handling and multi-line telephone exchanges, processing incoming mail and answering queries and recognized for maintaining confidentiality of official documents.

# Personal information

Sex:  Female

Date of Birth: 8th June, 1991

Nationality:   Ugandan

Marital Status:   Single

Visa status Visit visa

# Functional Areas of Expertise

* Customer Care**.**
* Office management.
* Hospitality.

Experience

**COMPANY NAME: COCACOLA UGANDA**

**POISTION HELD: Administrator Operations**

**DURATION: 1 year**

**Responsibilities.**

* Answering phone calls in a pleasant, informed manner for the purpose of providing information and creating a good image of the school
* Assisting in all aspects of maintaining a professional front office, including but not limited to, fielding and directing incoming phone calls to the appropriate staff member in a timely, professional manner, filing and copying and faxing of sensitive information.
* Developing a positive, welcoming and caring climate in the Front Office.
* Consistently exhibits high standards of professional conduct.
* Effectively performing all other duties as assigned by my superiors.
* Performing basic clerical skills and knowledge of office practices and procedures that involve the operation of standard office equipment such as personal computer, copier, fax, printers and associated equipment.
* Working with courtesy, tact, and diplomacy in dealing with others, and the ability to work cooperatively as part of a team.
* Ability to sit or stand for extended periods of time
* Typing routine correspondence, reports, records, bulletins, orders and other office documents from sources such as rough drafts, notes, and oral instructions.
* Receiving, counting, opening , unpacking, dating, stamping, recording, sorting and distributing incoming mail, documents, books, materials and supplies following established procedures.
* Sorting and stamping out-going correspondence, addresses envelopes and packages, and prepares printed matter and other material for mailing.
* Receives and refers visitors, takes telephone calls and messages, and provides routine information upon request.
* Entering information or data to personal computer or computer terminal following established procedures.
* Ability to read, comprehend and apply job-related written material and make decisions in accordance with applicable company system policies and procedures.
* Ability to communicate effectively, orally and in writing.
* Ability to establish and maintain satisfactory working relationships with other employees.
* Ability to honor confidential information.

**COMPANY NAME: MUKWANO GROUP**

**POISTION HELD: SECRETARY**

**DURATION: 2years**

**Responsibilities**

* Receive and greet customers and visitors with a vibrant smile.
* Interacting with diverse customer base in person and telephonically
* Providing detailed information on services and products to customers
* Demonstrating and instructing on products
* Conducting customer satisfaction surveys and create business through follow up
* Maintaining records of all customer interactions and transactions
* Producing weekly reports for management
* Take and deliver telephone calls
* Receive mail and deliver it to the appropriate person(s)
* Making adequate reservations and hotel bookings as per client’s order
* Maintaining records of all customer interactions and transactions
* Monitor appropriate use of office supplies and oversee inventory
* Respond to inquiries and provide appropriate secretarial support

# Qualifications

* Bachelors Degree in Accounting 2010 - 2013
* Uganda Advanced Certificate of Education.    2008 - 2009
* Uganda Certificate of Education     2003 -2007

# LANGUAGES

Fluent in English

# Skills

* MS Office
* Excellent verbal and written communication skills.
* Strong analytical and problem solving abilities.
* Result oriented.
* Attention to detail and accuracy.
* Information and task monitoring
* Supervisory skills
* Reporting skills