**CURRICULUM VITAE**

****

**PATRICIA**

[**Patricia.363459@2freemail.com**](mailto:Patricia.363459@2freemail.com)

**SALES/CUSTOMER CARE REPRESENTATIVE, OFFICE MANAGEMENT, BUSINESS DEVELOPMENT & MARKETING**.

**CAREER SUMMARY – Objective**

Am a highly team spirited, personable, competent, professional, and with over 6 years of experience in Sales & Customer Care Representative, Office Management, Business Development And Marketing, Team Building And Supervision, Records Management, Meeting And Events Planning. I have sound experience in exploring & managing resources in order to derive the required market share, revenue and profit of the organization.

**Objective**-Seeking a position that will benefit from my skills I have attained such as positive interaction skills where experience can improve the customer results while advancing my career, with willingness to work in high challenging company to prove my skills sufficiently through my professional skills and education as a team player for the achievement of the organization goals and its successes.

**Core Competencies**

|  |  |
| --- | --- |
| * Patient | * Customer Service |
| * Good Communication skills | * Confident |
| * Hardworking | * Sympathetic |
| * Highly energetic | * Computer literate |
| * People & Team management | * Organisation skills |

**Educational Credentials**

**BACHELOR’S DEGREE OF BUSINESS ADMINISTRATION, MAJORING IN MANAGEMENT AND ADMINISTRATION.-NKUMBA UNIVERSITY UGANDA- 2009**

**Professional Experience**

**ARAB SPECIALIZED GROUP ENTERPRISES DUBAI –SALES EXECUTIVE; (SEPT 2016 TO PRESENT)**

**Responsibilities;**

* Maintaining and developing good relationship with customers through personal contact or meetings or via telephone.
* I act as a bridge between the company and its current market and future markets.
* Interact efficiently with customers and gather information to enable negotiations regarding variations in prices, delivery and customer specifications to the managers.
* Help management in assessing forthcoming products and discuss on special promotions.
* Aim at acquiring new customers and exceeding my targets.
* Record sales and order information and report the same to the sales manager.
* Provide accurate feedback on current market trends to the manager.

**HAWARD TECHNOLOGY MIDDLE EAST–COURSE PLANNER; (OCT 2015 TO MAY 2016)**

**Responsibilities;**

* Planning for new and old scheduled courses to be delivered throughout theyear.
* Carrying out research for all the new public and in house courses
* Developing marketing strategies for new courses, identify and engage new course instructors
* Modifying existing course overviews to fit client specifications and also make sure that the Courseoverviews are submitted in time.
* Working hand in hand with instructors who will deliver the scheduled courses, invite them, update their schedules and also advise the manager on their capabilities.
* Identifying and recruiting new instructors, negotiating pay and benefits to be awarded and aligning them to corporate baselines.
* Receiving and attending to escalated inquiries and queries from marketing department as well as ensuring that the customer (or potential customer) is satisfied with our response.

**K MG IBUSINESS SOLUTIONS LTD AND BLUENET TECHNOLOGY BUSINESS DEVELOPMENT–MANAGER; (OCT 2013 TO OCT 2015)**

**Responsibilities;**

* Represent KMG iBusiness solutions and Bluenet Technology in Uganda,
* Manage the business, staff, find new customers,
* Create longterm business partnerships and run the office which entails paying relevant bills bankingetc.
* Identifying new business leads and following them up, interacting with customers to elaborate customer business requirements to accurately align them to the solutions offered by the company.
* Organising and prepare for meetings with managers and prospective customers and ensure that we meet our company set targets.
* Follow up by visiting sites where deep field communications and systems were beinginstalled and write up weekly reports on work done.

**AIG INSURANCE AGENCY MANAGER; (JAN 2012 TO AUG 2015); SALES INSURANCE AGENT.(2010~ MAY 2011)**

**Responsibilities;**

Account specialist for non-life insurance professionally trained in risk analysis.

* Interacting with clients who are interested in acquiring insurance for their businesses and property.
* Developing strong relationships with established accounts while acquiring new accounts
* Preparing meetings and review performance on a monthly and quarterly basis to make sure those sales targets are achieved.
* Coordinating delivering a service after understanding client’s needs and guaranteeing delivery emphasizing company’s commitment in serving them.
* Collect and remit all premiums to the company and file returns every month.
* Help policy holders in settling claims.
* Explain the various lines of insurance policies AIG offers and help clients to choose which ones suit them.
* Doing administrative tasks like keeping records and handling policy renewals.

**Additional Skills**

* Excellent communication & leadership skills.
* Efficient team player with team building skills.
* Time management skills.
* Best negotiation & communication skills.
* Event management skills.
* Highly energetic and self-motivated resource.
* Creative problem-solver and achiever with convincing skills.
* Highly creative approach& ideas for marketing campaigns.

References can be provided upon request.