**halima**

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**CARRIER OBJECTIVE**

To obtain a challenging administrative support position in an office Offering expertise in managing supportive administration tasks aimed at providing assistance to all departments within the organization and performing a variety tasks like customer care, secretarial front desk tasks,etc.

**EXPERIENCE**

### 2013 – Todate

## administrative secretary / front office, **National dewatering and land draining (national group)**

* Acting as a Receptionist by answering the main switch board, respond to general questions from clients and suppliers.
* Maintaining diaries and arranging appointments.
* Organize meetings, developed a good relationship with trades and the city building department.
* Ensure strict confidentiality regarding all business and client matters.
* Organizing and servicing meetings (producing agendas and taking minutes)
* Develop and maintain system for central files
* Reconcile invoices from subcontractors
* Typing, preparing and collating reports
* Performing all general office duties.
* Any other duty assigned by the CEO

**2011 sempteber – 2012**

**site secretary / DOCUMENT CONTROLLER, NATIONAL PILLING (member NATIONAL GROUP)**

* Managed day-to-day operations for all construction sites
* Copy, scan and store documents
* Typing of site documents, and follow up of all site needs.
* Making sure that controlled copies of latest approved documents and drawings are given to the appropriate staff, sub-contractors and suppliers as applicable.
* Maintain updated records of all approved documents and drawings and their distribution.
* Maintain the files and control logs as required by the project.
* Maintain the documents and drawings in the document control office under safe custody.
* Scheduled and managed jobsite safety meetings and organization of construction office.
* Answering calls, taking messages and handling correspondence.
* Review and update technical documents (manuals and workflows)
* Distribute projects related copies to internal team.
* File documents in physical and digital records
* Create templates for future use and retrieve files as requested by employees and clients.

**2008 – 2011 june**

**AIRLINE CUSTOMER SERVICE AGENT / GROUND SURPPORT,**

**ENTEBBE international AIRPORT**

* Taking care of people with special needs and accompanied children
* Providing a welcome service to business passengers at check in and at other customers.
* Problem solving of onsite issues which impact on business customer experience at |Entebbe International airport
* Providing a flight editing function in Entebbe International airport to ensure that any required service requests are applied to individual passengers
* Information passengers about baggage restrictions
* Assisting business customers during flight irregulatons, coordinating communication with affected passengers to ensure passenger experience remains positive.
* calming and reassuring nervous passengers
* Escorting passengers through immigration and customs or those with night flights
* Dealing with computer work such as data entry depending on the schedule at the airport
* Despite the stress you may be under, you must always maintain a professional and courteous attitude
* Dealing with passenger enquiries about flight departures and arrivals
* Checking passengers in giving seat numbers, boarding passes and luggage labels
* Weighing baggage and collecting any excess weight charge

### 2007 – 2007

## data entry / administrative assistant, **international organisation for immigrtaion (iom)**

* Data entry and managing phone calls
* Coordinating mail-shots and similar publicity tasks
* Type in data provided directly from different sources
* Create spreadsheets with large numbers of figures without mistakes
* Verify data by comparing it to source documents
* Updating existing data by retrieve it from the database or electronic files as requested
* Perform regular backups to ensure data preservation
* Sort and organize paperwork after entering data to ensure it is not lost
* Update and control procedure documents and forms.
* Ensure revised documents are accessible
* Assist with communication during external audits
* Check and edit incoming documents and prepare for distribution.
* Create documents filing, organizing system that are both effective and efficient.
* Transfer data from paper formats into computer files or database system using keyboards, data recorders or optical scanners.

**EDUCATIONAL BACK GROUND**

|  |  |  |
| --- | --- | --- |
| **YEAR** | **INSITUTION** | **AWARD** |
| 2009-2009 | YMCA | Certificate in customer care and secretarial duties |
| 2008-2008 | EACOSS | Certificate in Linux systems Administrations for beginners level 1 |
| 2004-2006 | Uganda Institute of Information and Communications Technology | Diploma in Information Technology Business (ITB) |
| 2002-2003 | Makerere Modern Secondary School | Uganda Advanced Certificate of Education |
| 1998-2001 | Alliance High School | Uganda Certificate of Education |

## STRENGth

* Proven gulf experience
* Excellent Customer service skills
* Knowledge of Electronic Document Management Systems (EDMS)
* Data Management Skills

**KEY COMPETENCIES**

* Self-motivated and result oriented
* Fast learner and quick adaptability to complex and challenging environment
* Good team player , Ability to work cross functional
* Outstanding organizational and relationship building skills
* Desire for a challenge in an environment that fosters job growth potential
* Strong Interpersonal and communications skills, quick and flexible
* Innovative thought process / approach to work / proactive
* Good knowledge of Microsoft word, Excel, PowerPoint, Email as well as internet
* Working in groups where combined efforts may be required

**Achievements**

* Initiated a corporate client trust through good relationship
* Consistently met and exceeded monthly and annual targets
* Embraced a high customer service culture
* Enhanced team work amongst fellow employees

**Communication skills – Languages spoken**

* Arabic fair
* English Excellent
* Swahili Fair

**REFEREES: PROVIDED UPON REQUEST**