****

**KEDRESS**

**Email:** [**kedress.323829@2freemail.com**](mailto:kedress.323829@2freemail.com)

**Career Overview**

An Enthusiastic, hardworking and committed individual with a working experience of over 10 years in customer service Expertise and demonstrated skills in Leadership, Administrative/Managerial, Communication, computer and interpersonal skills.

**Core Strengths**

* Administration cum Secretary
* Customer relations development
* Goals attainment
* Call control
* Product knowledge development
* Strategic planning
* Departmental maintenance
* Query response
* Attention to details

**Work Experience**

***BUGEMA UNIVERSITY Administrator cum lecturer2009-2016***

* Handling all the administrative work of the school of Social work and Teaching social work, Counseling Planning, organize, and administering the activities of the school of social work.
* Keeping informed of new developments relating to my function and to maintain a creative and experimental attitude toward change, in order to continuously improve the operation in my area of responsibility.
* To recommend the organizational structure and staffing that complement the school of social work and my area of responsibility.
* Keeping the department Head informed of activities of the school of social work, particularly of major or unusual developments, and seeking her advice and counsel.
* To promote an integrated effort in the administration of the University by cooperating with other administrators and staff and coordinating activities with them in line with the Uganda higher council of Education

***HIMA CEMENT LAFARGE EAST AFRICA. Administrator Cum Secretary care 2007-2009***

* Coordinate schedules taking priorities into account, monitors changes, and communicates the information to appropriate staff, inside and outside the immediate work unit, including stakeholders.
* Provide full range of administrative support, i.e., word processing, faxing, scanning, making travel arrangements, scheduling of video conferences and providing assistance on team presentations, photocopying, meetings coordination, various events planning
* Retrieve information from various sources, i.e. library, internet, database, publications and journals.
* Liaise with internal and external clients to schedule events and services.  
  Update distribution list such as staff, emergency information, assignments and travel staff lists.
* Act as TRA/SAP (Lotus notes) and LARS back up.

***AFRICAN QUEEN UGANDA LIMITED. Sales Person 2007 TO 2009***

* Attended to customers whilst explain the trendy products.
* Pleasantly and courteously interacted with customers.
* Built loyal clientele through friendly interactions and consistent appreciation.
* Politely assisted customers in person and via phone sales goals and achieve monthly quotas.
* Created and maintained an organized database to develop promotional sales.

***YORKSHIRE WATER BRADFORD (UK) CUSTOMER CARE PROVIDER 2004-2006***

* Receiving incoming and outgoing calls about water bursts.
* Locating and mapping off electric and gas wire routes whilst sending job packs for the technical gang on location
* Identifying the most urgent cases priority (0) to be attended to before any further damages on location.
* Preparing timely reports
* Customer Records
* Business Development
* Issue Resolution
* Sales

**Educational Background**

**UNIVERSITY OF BRADFORD**

* **PGD Gender and women studies**

**BUGEMA UNIVERSITY**

* *BA Social work and Social Administration.*

**MBOGO HIGH SCHOOL**

* *UNACE*

**Personal Information**

Date of Birth : 10/10/1977

Sex : Female

Religion : Christian

Nationality : Ugandan

Languages : English