**Curriculum Vitae**

**Personal Details**

Name: Joseph

Email: [Joseph-391626@2freemail.com](mailto:Joseph-391626@2freemail.com)

Languages: English (Advanced), Swahili (Intermediate), Arabic (Basic)

**Documents Control and Data Management Expert**

Joseph is a highly resourceful, flexible, innovative and enthusiastic professional at documents preparation, maintenance, archival and retrieval, with a touch of exceptional data management etiquette. He holds advanced level experience at the MS Office suite, including MS Access relational databases development, and VBA programming.

**Key Skills and Strengths**

* Excellent at the computer, particularly at all MS Office packages
* Expert at documents control and data management functions
* Great office administration and management skills
* Ability to communicate efficiently and effectively at all levels
* Friendly, calm, efficient, organized and professional character
* Expert at customer care and service
* Faster and professional execution of all assigned duties and responsibilities

**Work Experience**

Company: Hyper Lounge, Busia, Uganda

Designation: Documents Control and Data Management Officer, 3 Years

**Duties and Responsibilities**

* Overseeing the preparation and maintenance of such key documents as employment contract, employees’ handbook, rules and regulations book, agent contract, staff and agent forms, etcetera
* Training staff about the best practices of maintaining proper documentation, and production of quality databases through quality data management
* Monitoring and analyzing the sales book data, constantly drawing insights to inform the business core sales and customer strategies
* Monitoring and analyzing the customer complaints, inquiries, suggestions and compliments data, actively leveraging the same into new opportunities and strengths
* Managing and monitoring Hyper’s online presence, following up on engagement initiatives, generating leads and consequently converting them
* Conducting market surveys to keep track of the ever changing market dynamics, and using the findings to inform the core business strategies

Company: Stanbic Bank (U) Ltd, Kampala, Uganda

Designation: Collateral Preparation Officer, 2 Years

**Duties and Responsibilities**

* Preparation, maintenance, archival and retrieval of credit offer letters
* Preparation, maintenance, archival and retrieval of the terms and conditions pertaining to the respective credit offers
* Ascertaining the consistency and completeness of the respective requirements such as befitting collateral, insurance policies and audited financials, before signing off credit offers for approval
* Ascertaining the adherence and compliance to the agreed controls, before signing off credit offers for approval

Company: Stanbic Bank (U) Ltd, Kampala, Uganda

Designation: Risk Management Officer, 2 Years

**Duties and Responsibilities**

* Monitoring and managing the credit portfolio at risk, remedying the same not to cross over to non-performance
* Monitoring and managing the non-performing credit book, recovering and rehabilitating the same to reduce overall default numbers
* Monitoring and analyzing the customer complaints, inquiries, suggestions and compliments data, actively leveraging the same into new opportunities and strengths
* Training the junior credit evaluation and risk management officers

**Academic Qualifications**

Bachelors Degree, High School Certificate, Lower Secondary Certificate

**Hobbies**

Reading and writing, Music, Traveling and meeting new people, Volleyball

**References**

Available upon request