**Kaumba**



**Nationality: UGANDAN**

**Email Address:** **kaumba-397675@gulfjobseeker.com**

**Visa status: visit visa**

**A self-motivated, ambitious and determined individual with Customer service experience, currently a mother of two children. I am looking for the opportunity to utilise my skills, knowledge and the experience gained over the past 3 years. I am seeking for work in which I can explore my Excellent customer service world and gain an overall knowledge and experience and earn a living.**

**I have excellent customer service experience and possess the ability to maintain a professional approach to work at all times, seeking for work within the secretarial or receptionist or related industry is something I am particularly interested in**

**Education and Qualifications**

**2008 – 2011 Makerere University – Kampala Uganda** **- (BSc (Hons) Marketing Degree)**

**Foundation year:**

* **Semester 1: English for academic purpose, Numeracy 1, Introduction to computer Skills Effectiveness in the Business World**
* **Semester 2: English for academic Purpose 2, Numeracy 2, Understanding Accounting and Finance, Understanding technology and Understanding Travel and Tourism.**

**Year two and Three**

* **Semester 1: Academic Skills, Brand essentials, and Marketing and communication.**
* **Semester 2: Professional Skills,**
* **Semester 3: Customer Behaviour, and customer insights, Digital Marketing, Employability skills.**
* **Semester 4: Project/Placement Design and implementation and Evaluation and reflection.**
* **Semester 5: Emerging themes, strategic marketing and planning and Brand management.**

**2006 – 2007** **Makerere University –Kampala Uganda - (Advanced Level Diploma in Marketing)**

**Modules Included:**

* **Establish and adjust the marking Mix.**
* **Develop a Marketing plan.**
* **Develop organisation marking objectives.**
* **Manage the international marketing policy**
* **Manage marking research.**
* **Manage the marketing process.**
* **Develop and implement diversity policy.**

**2002 – 2005 St Lawrence Senior Secondary School – (Uganda National Certificate or Education)**

**Subjects Included:**

* **Mathematics.**
* **English.**
* **Commerce-(E-commerce)**
* **Geography.**
* **History.**
* **Biology**
* **Islam (Religious Education).**
* **chemistry**

**Work Experience**

**2018-2019**

* **In this role I was responsible for making staff rotas, Assisting Customers with in the Boutique area, monitoring and managing stock, ordering stock and stock taking, carrying out the entire necessary dairy, weekly and monthly healthy and safety checks, Open and close cash registers/stills, Balancing cash drawers and making deposits making sure that staff members are carrying out their duties in well and safe company manner. Training new staff members and carrying out induction. Assisting my managers in their day to day jobs and working with the team to meet our dairy targets.**
* **Compute sales prices, total purchases and receive and process or credit payment.**
* **Maintain knowledge of current sales and promotions, policies regarding payments and exchange**

**ENSO GARMENT TRADING LLC, Dubai – U.A.E – July 2017**

**Administration clerk/Sales Associate**

**Sales and customer service**

**Applying sales skills to engage with customers both in store (walk- in) and online to ensure that they purchase the right products to meet their needs. These include;**

* **Welcoming walk-in customers and acting as a liaison between customers and management to deliver feedback both in store and from comments online on our social media pages which I manage. As well as responding to telephone and email queries and ensuring effective action is taken to satisfy the customer’s needs.**
* **Researching potential avenues to expand ENSO Home brand awareness where I introduced the idea of our store participating in the Ripe Market weekend events where a network of similar products is showcased. This has allowed our store to attain more brand exposure and grow brand awareness and increase sales.**
* **Setting up and management of the www.noon.com seller lab platform for our store which we joined in order to take advantage on the shopping site’s high traffic rate to market our goods to wider audience/consumers.**
* **Maintaining an orderly appearance throughout the sales floor by assisting in ensuring that the product presentation area is clean and organized.**
* **Monitoring online e-commerce store sales as well as organizing and dispatching daily customer orders by liaising with warehouse to ensure that they are packed and ready for pick up by courier services.**
	+ **Operating cash register, managing financial transactions, and balancing drawers and managing refunds and returned items.**

**Administrative Assistant**

**My scope of work included but was not limited to;**

* **Maintenance of computer records, data entry and updating e-mails using Microsoft Dynamix AX and IEBS system which we used to keep track of orders to suppliers as well as received inquiries from potential and existing clients.**
* **Developing presentations and compiling collected data into reports as well as charts, graphs and tables for weekly staff meetings and organizing material for meetings, presentations, and training sessions**

**Additional Skills and Achievements**

**Relevant skills - (Why I’m the right Person)**

* **Excellent Team worker and report writer as I achieved a group project skills.**
* **Ability to follow instructions, enjoys learning new skills and excellent time management.**
* **Confident in Microsoft office packages, Product knowledge and Buyer-Seller Agreement.**
* **Confident in social media and web Advertising.**
* **Great Communication skills.**
* **Great Customer service and excellent Telephone manners.**
* **Hard working person with great “Can-Do attitude “and always positive towards work.**
* **Always respect Authority and accept criticism that is aimed to achieve the company’s goals**

**Recognition:**

 **Voted the best employee of the month three times at Abryanz Boutique 2015 and 2016**

* **Team captain Makerere University (Girls Volley Ball Team). – 2010 Interest and Hobbies**

**I like socializing, praying, meeting new people and going to the cinema with friends and family. I also like keeping fit and regularly play individual and team sports, e.g. Netball and volleyball.**

**References available on request**