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**SUMMARY**

I am an ambitious, conscientious, enthusiastic and determined Administrator with a Bachelor’s Degree in Secretarial Studies. Very energetic, self-motivated, hard worker and a strong achievement oriented coupled with proven decision making and problem solving capabilities. A warm personality and an approachable disposition are complemented by the ability to use own initiative and work as part of a team, leadership skills, including managing and motivating other staff to achieve company objectives, effective communicator at all levels within an organization. With excellent Knowledge of office administration and management, proficient in the preparation and filing of financial transaction records, financial reporting, management of staff pay roll. With proficient background in procurement and logistics administration, Good problem solving and analytical skills. Computer literate. With advance knowledge in air ticketing, immigration rules, training and workshop venues. Can and willing to work anywhere

**HIGHLIGHTS**

* 12+ years Office Management and Administration support/HR experience.
* Strong Leadership policy, procedures and strategies
* Budget management
* Administrative support and services
* Staff learning and development
* Analysis and Proof reading
* Sensitive Communicator and effectively at all levels
* Reporting financial information, Budgeting and Petty Cash Management
* Customer Service skills and Interpersonal Communication Skills
* Diary Management and Travel arrangements
* Meeting and Event Over sight coupled with minute writing.
* Office Organization
* Team Management – leading, training and monitoring performance
* Excellent in both written and spoken English/Luganda & Basic Swahili

**WORK EXPERIENCE**

 **3 years as a Human Capital Executive- Metito Overseas Ltd – Dubai**

* + HR Support/Front Office administration and management

As a Human Capital Secretary, i provide quality office support and manage the daily running of the front office, coordinate and Assist HR Manager in employee induction and office activities and operations to secure efficiency and compliance to company policies, supervise administrative staff and divide responsibilities to ensure performance, manage agendas/travel arrangements/appointments etc. for the upper management, manage phone calls and correspondence (e-mail, letters, packages and courier services etc.), Book Tickets and Travel related business for all staff and hotels

**SPECIFIC ACHIEVEMENTS**

* Carry out induction of new joiners, mobilization and as well as demobilization of outgoing staff
* Manage Access cards and gate passes for all new staff and old and as well as visitors together with greeting visitors/guests/members professionally, determining the nature and purpose of visit, direct and escort them to appropriate destination or waiting rooms
* Answer incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel and departments.
* Schedule appointments maintaining & updating calendars, reminding respective personnel of the appointments
* Training & development of staff as well as recording attendance records for all trained staff
* Clerical Work and making surer all training data programs are up to date for each specific department and year
* Manage and coordinate HR Manager Calendar, organize meetings and appointments
* Hotel Booking for business travelers and flights and ticketing for new employees
* Prepare Expense claims for all staff after they travel back and highlight all irregularities
	+ Assist Executive Assistant in minute writing and meeting room management and refreshments
	+ Order office stationery, inventory of both stationery and office equipment
	+ Organize workstations for new joiners and make sure they have all essentials needed on first day.

**May 2015 to 2016 Office Administrator- Gaddas Procurement & Logistic Services – Dubai**

* + Office administration and management

As an office administrator, i provide quality office support and manage the daily running of the office, coordinate office activities and operations to secure efficiency and compliance to company policies, supervise administrative staff and divide responsibilities to ensure performance, manage agendas/travel arrangements/appointments etc. for the upper management, manage phone calls and correspondence (e-mail, letters, packages etc.), support budgeting and bookkeeping procedures, create and update records and databases with personnel, financial and other data, track stocks of office supplies and place orders when necessary, submit timely reports and prepare presentations/proposals as assigned

**SPECIFIC ACHIEVEMENTS**

* + Overseeing and monitoring Procurement activities and progress
	+ Evaluation of Material Requisitions content prior to preparation of Request for Quotation to approved suppliers.
	+ Liaise with Client and report on procurement achievements and activities.
	+ Expedite vendors after order award to ensure schedule requirements where achieved.
	+ Participate in selection of suppliers based on criteria
	+ conduct a comparative analysis of suppliers based on prices
	+ Review and evaluates the performance of the suppliers
	+ Carry out all necessary procurement activities (Send out inquiries and follow them up for efficiency)
	+ Verify quantification of orders
	+ Verify that the required order is within the agreed budget

**February 2013 to March 2015: Admin. Assistant- China Petroleum Engineering – Dubai**

* Manage Directors frequent travel arrangements
* Diary management
* Meet, greet and assist visitors and also respond to inquiries
* Organize workstation and stationery for new joiners
* Access card management. This includes applying for the access cards, distribution and maintaining record of the access card of every new joiner and cancelling them in case they no longer work for the company
* Coordinate and manage meeting/conference rooms, including booking the room for the desired personnel, organize the room and refreshment in case they need it.
* Draft various letters and memos (EID and Ramadan Announcements).
* Handle the employees’ time sheets, attendance track and rotation schedules.
* Prepare monthly office refreshment, drinking water and other office supplies expense claim summaries and hand it over to the finance office for payment.
* Track inventory for stationery and office equipment.
* Organize the mobilization and demobilization of all company staff; book their hotels, transportation, tickets, etc. as per Company policy and keep track of their location presence.
* Assure the operation employees necessary gate passes/access cards are provided on time and keep track of their expiries.
* Coordinate laptop/desktop computers. Keep track of both available and available desktop/laptop computers and help coordinate with IT in case there is any faulty ones
* Business cards application and typing and send them for printing upon request
* Carry out courier service for the company and keep track of both received and sent courier.
* Carry out expense claim summaries for drinking water, meeting refreshment, business cards and office stationery and hand it over to finance for payment before the financial month ends
* Perform other duties as assigned by the Operations Manager.

**Oct 2011 to Feb 2013 Executive Secretary – Karibu Guest House and Safaris Entebbe Uganda**

* Assist the managers run the Guest House
* Monitors account expenditures, informs management of irregularities and prepare recommendations for corrective action.
* Handles client queries in relation to accommodation stay
* Maintain documents, filing and archives (electronic and physical).
* Make invoices for clients who stayed in the guesthouse and also handle payments and receipting.
* Maintain Petty Cash book and company requirements.
* Recruiting and training of Hotel staff
* Act as first point of contact for Hotel clients coming for stay or safari and directing them appropriately or contacting the relevant staff member.
* In charge of Reception and the Front Office and of the hotel, in and outside the work place.
* Ensuring that the working area is clean and well maintained.
* Trained Incoming Staff of telephone Etiquette.
* Handled Check In and Check Out and all incoming guests to the front desk.
* Answering inquiries, key handling and all related matters,
* Training new Staff on excellent and warm welcome to all guests and to ensure that guests enjoy their stay.
* Greet and escort the guests rather than pointing out directions.
* Train and supervise old and new staff.

**Jan 2010 to Oct 2011 Executive Secretary / Gorilla Tours/Habari Safaris Ltd – Uganda**

* Managing the day-to-day operations of the office
* Organizing and maintaining files and records
* Planning and scheduling meetings and appointments
* Managing projects and conducting research
* Preparing and editing correspondence, reports, and presentations
* Making travel and guest arrangements
* Providing quality customer service
* Working in a professional environment

**Jan 2009 to Dec 2009 Administrative Assistant/Homeland Property Services**

* Organize and provide documents, reports and information to department and external clients
* Schedule travel, coordinate with travel agency to obtain the best possible trip and prepare travel expense reports accordingly
	+ Plan meetings and conference calls and arrange and manage meetings
	+ Take and compile minutes of meeting
	+ Order office supplies and equipment
	+ Maintain files and folders
	+ Maintain weekly schedules for employees
	+ Handle and screen telephone calls, routine mail and reallocate as required
	+ Process client orders, invoices and payments
	+ Perform basic bookkeeping activities
	+ Manage front office operations
	+ Manage calendars
	+ Track and process annual fixed asset inventory

**Education**

* Bachelors’ Degree, Secretarial Studies Makerere University Kampala – Uganda
* Certified Business Administration Makerere Business Institute - Uganda
* Certificate in Computer Studies Makerere Business Institute - Uganda
* High School Diploma Certificate (UACE – Uganda)
* Secondary School Diploma Certificate (UCE - Uganda)