

CARRICULLUM VITAE

BIOGRAPHY

FIRST NAME: BABRA
SURNAME: NALINNYA
TEL: 0706847073/ 0788443004
EMAIL: naalinnyab@gmail.com
DATE OF BIRTH: 23rd JUNE 1990
NATIONALITY: UGANDAN
MARITAL: SINGLE
SEX: FEMALE

PERSONAL PROFILE

- I am a self-motivated, hardworking person able to execute my roles and duties under minimum supervision but ensuring maximum productivity.
- I can ably work individually and as a team, I also possess the willingness to learn and share ideas with others.
- I am a result oriented and I derive my satisfaction from achieving the set targets of my work.
- Exploring new ideas and putting them into practice in a timely and precise module. I love my life and work because the two define a focused and clear minded employee.
- Socialization; I find many benefits in making friends from within and outside the work group as a lot of work expertise is shared which help improve work ethics in the professional point of view. So I love meeting and mingling with professionals as well as non-professionals.

PERSONAL CAREER OBJECTIVES

- Building a good client and self- relationship
- Serving in a progressive organization in a challenging work environment as I offer job satisfaction and vast opportunity for career development based purely upon goals and achievements.

- I believe in hard work and personal motivation during every engagement with completion of a task at hand. My conviction to have goals achieved are second to nature and go with minimal supervision if needed while I take over every achievement.

SKILLS

- Ability to oversee, supervise, determine results, planning details, making decisions and assigning and completing tasks in customer service delivery.
- Ability to determine the appropriate allocation of resources, materials and personnel.
- Ability to apply business, finance, management practices, gender roles as well as principles to a variety of situations.
- Techniques to develop strategies and plans to anticipate and manage new information and technologies.
- Leadership techniques and ability as a team player.
- Improving customer/ client awareness of new products on market.
- Putting a smile back on the face of the depressed through working interactively with all levels of people.
- Customer service skills.

TECHNICAL SKILLS AND EXPERTISE

- I possess excellent command in Microsoft application programs (Microsoft word and excel).
- Interpersonal/ communication skills.
- Computer data research and storage through good knowledge of data computation and analysis.
- Report writing skills.
- Leadership and management skills.
- Great public speaker. When given the audience, I am able to deliver great presentation due to the rhetoric and leadership opportunities I was part of during my academic journey.
- Credible knowledge of report and dissertation writing.

KEY ATTRIBUTES

I have developed and continued to develop the following vital skills among others.

- Demonstrated strong dynamism, result orientation and problem solving.
- Ability to work under pressure with minimal or no supervision within tight deadlines.
- Strong self-discipline and strong work ethic.

EDUCATION BACKGROUND

Year: 2013-2017
Institution: Makerere University
Qualification: Bachelor of Arts in Social Sciences

Year: 2011-2012
Institution: Lutengo SS
Qualification: UACE

Year: 2003-2006
Institution: Kawaala High School
Qualification: UCE

WORK EXPERIENCE

ORGANIZATION	PERIOD	POSITION
TRUE NORTH CONSULT	FEB 2019- JAN 2022	CSR

Responsibilities

- Ensure excellent and efficient service delivery aligned to customer service standards.
- Escalate queries and complaints from customers, where necessary refer these to the relevant departments and follow up to ensure speedy resolution.
- Receive communication of new products and services and cascade to the customer effectively.
- Pushing for sales (upselling and cross selling) that is encouraging customers to buy devices like phones and routers which helped me meet personal and customer service team targets

- Educating customers about the new products that have been introduced in case they enquired in addition to walking them through the products.
- Making daily reports through doing daily tracking in till sheets which on the otherhand helps in keeping track records and management.
- High level of integrity regarding company information and displaying high level of confidentiality.
- Identifying and assessing customers' needs to achieve satisfaction.
- Building sustainable relationships and trust with customer through open and interactive communication.
- Provide accurate and valid information by using the right methods and tools.
- Handling customer complaints, provide appropriate solutions and alternatives within the time limits; following up to ensure resolution, keep records and file documents.

AIKAN HR

AUG 2017-DEC 2018

ASSISTANT SUPERVISOR

Responsibilities

- Ensure balancing as regards stock, through monitoring the stock position and ensuring that the daily till sheets correspond with the on-hand stock so as to avoid stock outs.
- Send daily reports.
- Receive communication on new products and services and pass it to the agents effectively.
- Receive and respond to escalated queries and complaints from agents and follow up to ensure faster closure.
- Identify training gaps and recommend training to ensure that they are closed.
- Make recommendations to management in terms of sales and service improvements.
- Develop, communicate and enforce stock holding procedures.
- Identify and highlight security gaps for immediate closure.
- Follow up on system downtimes for speedy resolution.

Responsibilities

- Resolve customers' queries and complaints.
- Handling customer operational issues.
- Resolving product or service problems by clarifying the customer complaints, determining the causes of the problem, selecting and explaining the best solution, expediting correction or adjustment as well as following up to ensure resolution.
- Answering product and service questions as well as suggesting information about other products and services.
- Recommending potential products and service management by collecting customer information and analyzing customer needs through call backs and interaction with customers.
- Educating customers with new products that have been introduced in case they enquired and walking them through the products.
- Data verification and record keeping by displaying high levels of integrity as far as company information is concerned.
- Provide accurate, valid and complete information by following through the company's standard operating procedures.

Responsibilities

- Generate sales leads.
- Identify and assess customers' needs and work out a possible solution with management.
- Build a sustainable relationship and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods and tools.
- Handle customer complaints, provide appropriate solutions and alternatives with the time limits and follow ups.
- Keep records of customer interactions, process customer accounts and file documents.
- Identifying and verifying the clients' addresses.
- Establish the legitimacy of a customer's identity and identify risk factors so as to prevent identity theft, financial fraud and other financial crimes.

Responsibilities

- Requesting and acquiring supplies for the necessary day to day running of business.
- Preparation of daily trackers, presented at the end of the month.
- Selling company products as well as convincing customers about the products.
- Analyzing and investigating price, demand and competition.
- Devising and presenting ideas and strategies.
- Monitoring performance as well as managing campaigns about the products.

ACCOMPLISHMENTS

- Successfully acted as an assistant class representative for one year during my under graduate program at Makerere University.
- Successfully completed a USAID training at Makerere University in developing project proposals, planning, monitoring and evaluation and management.
- Successfully completed a training course at Makerere University in public administration and resource management, financial reporting and control management strategies of youth unemployment, comprehensive communicable disease control, planning emergency health services, mental health and psycho-social support.
- I attained skills in report writing and proposal writing as well as carrying out research.

CONDUCT OF LANGUAGE

	ENGLISH	LUGANDA
SPOKEN	EXCELLENT	EXCELLENT
WRITEN	EXCELLENT	EXCELLENT

HOBBIES AND INTERESTS

- Socializing, meeting enterprising people towards building self-growing culture.
- Reading adventurous books and pamphlets.
- Discovering new and challenging things.
- Travelling

PERSONAL APPRAISALS

- A hardworking lady who ensures maximum productivity of clients, self and boss; good at discovering new challenges in regards to my job. This has permitted me growth and use of my years of experience which has helped through the preparation of my career.
- I have excellent interpersonal skills which I have developed while working with true north consult, Aikan HR, motion media and seven days international.
- I work hard to remain effective under pressure and this has enabled me to consistently achieve all deadlines set and take care to ensure that I plan ahead and prioritize my workload.

REFEREES

1. WANYANA DIANAH

RETAIL SUPERVISOR

TEL: 0703861566

2. GEORGE NYANKORI

REGIONAL SERVICE MANAGER

TEL: 0752601220

3. IRENE NAMUYIMBWA

RETAIL OPERATIONS MANAGER

TEL: 0758338769

DECLARATION

I Nalinnya Babra do hereby certify, that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement and misrepresentation described herein may lead to my disqualification or dismissal by the client, and/or sanctions.