WANDERA DIANAH PATIENCE

Tel:+256 783533797

Email: wanpatience@yahoo.com

 Patiencedaina22@gmail.com

19th NOVEMBER 2019

THE HUMAN RESOURCE

KAMPALA UGANDA

Dear sir/madam,

RE: APPLICATION FOR A JOB VANCANCY IN YOUR COMPANY

As for the above reference; Am a Ugandan, 27years old, from Busia District, graduate from Makerere University, Bachelors of Art in Social Science, majors in Public Administration and Management.

With the work practice and experience I hold as noted below in my CV, am capable of meeting your company terms and regulations. This is due to the self-motivation and goal orientation that I possess as an individual.

With the experience in both Administration, and in Sales and Marketing Departments. I have also sales and marketing experience, effective relationship management, customer care and query handling; I also have the ability of dealing and handling of customers tactfully.

Was given targets to meet, something that enabled me push more sells, by at least closing a day with the administered targets, hence showing the spirit of determination in me.

I possess computer skills, in MS office, Email, and internet skills

Kindly consider me so as I can be able to exercise more and hence growth of my day to day careers

Will be glad to receive a response from you

Yours sincerely

WANDERA DIANAH PATIENCE

C U R I C U L U M V I T A E

WANDERA DIANAH PATIENCE

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E-mail; wanpatience@yahoo.com

Personal Summary: I am a self-result driven committed sales and public administrator with excellent leadership, relationship, management skills, interpersonal, communication skills, high level of presentation skills, highly creative, a high level of customer care commitment with good interpersonal skills and good computer skills.

Areas of Expertise

 Relationship Management

 Presentation skills

 Sales

 Customer care

 Computer skills

 Influencing and negotiation skills

 Data entry, analysis and interpretation

 Organizational and project management skills.

 Sales & Marketing

 Market research

 Team building & effective communication

 Report writing

PROFESSIONAL EXPERIENCE

TECHNO BRAIN UGANDA

August2018- April 2019

I was in calls as a customer care for outbound calls For Multchoice Uganda.

Would have calls for DSTV and GOTV customers.

STAFFORD UNIVERSTY

From September 2017- march 2018

As an administrative Secretary in the vice chancellors office

Offered administrative support to the university like office work, filling, typing, receive and replying emails, attending to visitors and so on.

SALES AND MARKETING OF KIBOOKO PRODUCTS UNDER (YDX) COMPANY

March - June 2017

**Key Duties and Responsibilities:**

***Sales and targets from Customers:***

Actively participate in specific product campaigns by ensuring that the products are explained to customers.

Agree, meet and exceed targets for specific sales campaigns.

Maintain own sales performance statistics for management information usage.

Own and manage personal product & channel sales targets to contribute towards the outlet sales objectives.

Refer to the appropriate area of delivery for specialist product help or advice (e.g. back to school promotions) when uncertain about the product delivery or application process. Respond directly to the customer.

Build and strengthen effective relationships with branch staff to ensure that non-sales staff refers customers to the company when they identify a particular product or service need.

In integrated branches, build effective relationships with Customer Advisors to ensure that they refer standard customers who become eligible for Kibooko products and services.

Responsible for complete account opening documentation together with customers and submit to the supervisor for review before submitting to operations for processing.

**Secretarial and administrative work with parliament of Uganda june2014-march 2015:**

* Ensure effective and efficient office operations
* Typing agendas for all meetings assigned.
* Preparing meeting packages and timely distributing them to council members
* Attending, recording and transcribing of all National meetings.
* Compiling and maintaining an up to date telephone dictionary of numbers and addresses.
* Capable of working with people of different backgrounds and challenging environment.
* Team player

***Provision of Customer Service and sales to huawei technologies may 2016 to February 2017:***

Own customer queries and complaints around price changes, new products and resolve in a timely manner. Escalate any unresolved queries, or queries not resolved in a short period of time to the Branch Manager.

Build and strengthen working relationships with internal service providers (stockiest and distributors) to ensure a quick turnaround time of escalated queries and complaints.

Guide customers to the appropriate delivery channel to meet their needs e.g. gifts, products, price reductions etc.

Guide customers as soon as prices change, new product arrival on market, promotions and give away given

Restocks merchandising materials (stickers, flyers and banners) in the huawei company and advise the supervisors if supplies are running low.

***Branch Support:***

Organize sales and meeting sales targets

Dealt directly with clients, demonstrated and presented product knowledge.

***Community:***

Identify and participate in community initiatives to support as part of sales initiatives (such as Make a business tips, Local community initiative, Financial Literacy)

Significantly contribute ideas to support the community initiatives agenda in the company.

**Achievements.**

I have been selected among the best team players in meeting targets and abiding with the company professional behaviors to drive Team performance as well as my personal performance thus improving company and personal score card.

Team work has been built as well as supporting the other Team members who aren’t in direct sales.

I have been able to gain excellent customer service to customers in order to win and retain them for better business performance

I have gained excellent Relationship management skills through both trainings as well as hands on experience thus improving on my ability to handle difficult and challenging customers.

I have been able to learn company operations which have improved my understanding of company operations.

I have gained more knowledge and understanding of different products and services which has enhanced my selling and Relationship management skills.

**Key Duties & Responsibilities:**

Customer Retention and Relationship Management.

On an annual basis, agree targets with the Head of Products.

Actively monitor personal performance on monthly basis and provide feedback to the Head of products on progress made.

Manage customer attrition on both asset and liabilities side

Manage customer retention of top performing asset and liabilities customers

Oversee customer on-boarding process

Boost customer recruitment on alternate channels like Internet & Mobile data usage, settings etc

Ensure activation of inactive internet settings on phone.

Identify cross-selling opportunities for the sales team.

Provide necessary information and statistics pertaining to retention activities.

Build and grow a team approach by actively building strong working relationships with the personal team mates, sales team, supervisors, and Regional managers in the country.

Proactively sell the retention value proposition to new and existing customers. Customer types include Retail, Corporate, Government agencies, NGO’s. The customer interface is normally with the Director or Head of Human Resources and also supervisors on ground.

Ensure that all sales are conducted as required and submit target reports after each closing of day on iretail systems uploaded on phones given to us by the company

.Customer Service:

Ensure that queries received from the customer are dealt with efficiently and that all queries and complaints are logged and to the Retail Service Head.

Maintain a visible and active presence in the local market to establish new relationships and to support existing relationships.

**Governance /Control:**

Collect all queries and demands from the customers. Ensure that the information is given out for development and change with the competing agencies like techno Uganda

EDUCATION BACKGROUND

 2012-20I5: MAKERERE UNIVERSITY

 Bachelor of art and social science.

 Second class honors

 2009 – 2010: NABUMALI HIGH SCHOOL.

 Uganda advanced Certificate of Education (UACE).

 14 points

 2005 - 2009: DABANI GIRL’S SECONDARY SCHOOL

 Uganda Certificate of Education (UCE)

 Division II

 -2008: DABANI GIRL’S PRIMARY SCHOOL

 Primary leaving examination (PLE)

 Division II

 SHORT COURSES:

* Effective co-counseling and advanced counseling; Makerere university college of health science
* The art of public speaking; Makerere department of communication and journalism

INTERESTS: Sports, watching television, traveling and making friends.

PERSONAL DETAILS: Sex: Female, Marital Status: Single, Age: 26years

LANGUAGES SPOKEN: English, Lusamia, Luganda, Lusoga, Kiswahili not so fluent and lugishu. .

REFEREES;

1. **PROF OTANGA RUSOKE**

 Vice chancellor

 Stafford University

 Mobile:+256 784372672

1. **MR.PATRICK SIGOMBE .W**

PPs to the speaker

Parliament of Uganda

Mobile; +256 771937869

1. **MR. KENNETH W**

Trainer/team leader, space marketing.

Mobile: +256757355006

I **wandera Dianah patience**, certify that to the best of my knowledge, the above given information given herein correctly describe my qualifications experience











