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**NAME : NABATANZI JULIET**

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**SEX : Female**

**LANGUAGE : Fluent in English**

**PROFILE**

Adaptable Front Desk Receptionist with experience in a variety of industries and a history of success in providing exceptional customer service. Experience in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office to facilitate daily office operations.

**COMPETENCE AND SKILLS**

* Customer service
* Office administration
* Bookkeeping
* Schedule management
* Office maintenance
* Inventory and supply management
* Adaptability and flexibility during work
* Good Communication and concentration skills
* Strategic Planning and Organizing skills
* Team work, Attentive and with positive attitude
* Accountability
* Self-drive
* Working under minimum supervision
* Strong problems solving skills with business and organizational skills
* Excellent skills in use of Microsoft packages like MS word, MS excel, MS database, MS power point
* Respect and promotion of individual cultural differences

**WORKING EXPERIENCE**

**Uganda Red cross Society**

**Team lead Volunteer**

* Ensures professional customer service is provided to the public by the Client Service Team
* Overseeing service to clients including customer service to those picking up or returning equipment, responding to phone and in person inquires, assisting with referrals
* Administrative support including record keeping, telephone follow-up, general office duties
* Liaises with regional office/HELP Staff
* Maintains up to date knowledge of Red Cross programs and services and acts as resource in the community
* Provides training, direct supervision, feedback and informal recognition to Client Service volunteers at the Client Service Site
* Organizes and maintains a schedule of Client Service volunteer hours and coverage
* Provides input to Supervisor with regards to volunteer needs, program changes, and client concerns
* Assists with volunteer recruitment in the community
* Monitors the processing of donations received at the site
* Liaises with equipment supply staff with regards to equipment recalls, shortages, and surpluses

**Cowe media enterprises**

**Receptionist / secretary**

* Greet and welcome guests in person and on phone
* Answer and direct inquiries to designated department.
* Maintain log books, including sign-in/out logs, front desk expenditures, and calls received.
* Pick up and sort daily incoming correspondence and deliver sorted mail to addressees.
* Maintain executive managers’ calendars by planning and scheduling conferences, teleconferences, and travel.
* Develop and utilize effective filing and retrieval systems, and maintain office supplies by placing orders and evaluating new products.
* Manage front office reception area by cleaning and organizing desk and visitor lobby.

**Case medical hospital**

**Medical laboratory receptionist**

* Answering phone calls and dealing with face to face enquiries.
* Greeting and attending to clients/ patients.
* Answer all phone calls, emails and re-routing them to relevant parties in professional and courteous manner.
* Accurately collecting information and personal details about patients and clients.
* Schedule and communicate meetings and appointments for clients/patients
* Excellent telephone manner.
* Offering a warm and friendly greeting to patients and visitors.
* Dealing with requests in an courteous manner
* Ensuring efficient running and operation of the reception desk despite the work load.
* Knowledge on first aid and medical terminologies
* Explaining the practice and procedures to patients.
* Receiving patients’ samples and sending them off to the different laboratory departments.
* Data entry onto Laboratory information management systems
* Issue reports and receipts
* Maintaining good housekeeping of the premises

**Education Profile:**

* **Diploma in medical laboratory technology,** Uganda institute of allied health and management sciences Mulago, 2018.
* **Certificate of service In the fight against covid19,** Uganda Red Cross Society, Wakiso District Branch, 2020

**DECLARATION**:I hereby declare that the above information is correct up to my knowledge and I bear the responsibilities for the authority of the same.