

## ANNET NAKAYENGA



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### PROFILE SUMMARY

Professional with customer focused approach to business with more than five years of working experience in customer service and administration. With several years of experience in customer facing roles in different organizations I have the ability to provide outstanding service personally or on phone. Highly motivated, hardworking, enthusiastic with excellent communication, coordination and time management skill.

### EXPERIENCE

**January: 2016- March 2021.**

Receptionist/Admin- Deyaar Facilities Management LLC, Dubai, UAE.

#### Responsibilities:

- Welcome guest when they arrive into the reception area.
- Handle customer complaint in professional manner.
- Attend to telephone calls promptly and efficiently.
- Assisting tenants with any Office issues related to plumbing, electricity, move out etc.
- Assisting coordinator and supervisor with various administrative tasks
- Maintaining solid relationship with tenants through customer service and delivery.
- Recording daily activities, visitor's logbook, key management, access card file, temperature readings, writing monthly reports and updating sub-contractors list.
- Explaining the building procedure for new tenants in categories like move in and out, access card activation, issuing NOV to non-complaints tenants and raising PR request.
- Collaborating with third party suppliers including pest control, water tank cleaning etc.
- Demonstrate a complete understanding of the company policies & procedures
- Conduct regular security checks throughout the day and report any security.

### PERSONAL INFORMATION

- **Nationality** : Ugandan
- **Marital Status** : Married

### EDUCATION

- **Uganda Institute of Communication Technology.**
- **2 Class upper Diploma in Records & Archive Mgt.**
- **2011-2014.**
- **Certificate in Secretarial.**

### KEY SKILLS

- **Time management**
- **Reliable.**
- **Leadership**
- **Team Work**
- **Customer services**
- **Professionalism.**

### KNOWLEDGE

- **Microsoft Word,**
- **Microsoft Excel**
- **Microsoft PowerPoint**

### REFERENCES

- **Available upon request**

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## **1-April-2021      PART TIMING**

### **Admin/Receptionist at Pearl White Business Centre.**

- Welcome guest when they arrive into the reception area
- Receiving mails and distributing them accordingly
- Handling the emails by replying some and forwarding others to my managers.
- Create documents and archive them as per the respective files.
- Controlling the move out tracker registers of the files.
- Data entry for the required information and privately saving them.
- Suggest and contribute to relevant and up-to-date information.
- Handling tenancy agreements, move in and out for new tenants by Providing the rightful procedures to them.
- Making order for new office supply as required.
- Receiving all documents both soft and hard copy and analyzing them.
- Filing and retrieving information at the required time.

### **November 2010-October 2014**

#### **Document Controller: Ministry of Health Uganda.**

- Create documents and archive them as per the respective files.
- Receiving all documents both soft and hard copy and analyzing them.
- Filing and Retrieving information at the required time.
- Do Indexing for the files, Achieve the received daily records.
- Controlling the move out tracker registers of the files.
- Data entry for the required information and privately saving them.
- Suggest and contribute to relevant and up-to-date information.
- Conducted extensive research on conference topics.