

**Name:** WANICAN VIOLA  
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**Visa Status:** CANCELLED VISA



## PROFESSIONAL SUMMARY

Multifaceted Administrator with an extensive background in a variety of office administration duties. Works well in high-pressure settings with minimal supervision in both leadership and team roles. Especially effective at fielding phone calls, coordinating with clients and serving as a liaison between different branch offices.

## CORE COMPETENCES

Effective Communication	Technical Prowess
Interpersonal aplomb	Collaboration
Multi-tasking capabilities.	Customer Service
Organizational abilities	Professionalism
Continuous Learning and Self Development	Decision Making

## WORK HISTORY

**12<sup>th</sup>.June-30<sup>th</sup>.Decmeber.2021 -Administrator/ Local Purchase Order Reviewing Officer  
(Marketing and Sales)- Geoscience Testing Laboratory, UAE**

### Roles and Responsibilities Include:

- Created Local Purchase Orders in the LIMS and SAP company system.
- Received and reviewed Local Purchase Order documents.
- Handled correspondence of emails and phone calls as regards Local Purchase orders for 5 branches of the laboratory in UAE.
- Coordinated with clients, supervisors, colleagues, and other departments to ensure the correct LPOs were delivered to the rightful clients and invoiced accordingly.
- Made bi-monthly reports for the different departments as regards LPOs and pending LPOS and client orders.

- Performed any other necessary assignments given to me by the supervisor and colleagues.
- Coordinated with clients to check on the status of pending previous quotations.
- Received, organized, kept record of and maintained confidentiality of company and client documents like Trade Licenses, Accreditation Certificates, Passport copies among others.

**17<sup>th</sup>/November/2020 to 12<sup>th</sup>/April/2021 - Administrative Officer/Inspector  
Quality Inspection Services Inc. Japan,  
Dubai Branch.**

**Roles and Responsibilities Included:**

- Greeted and directed visitors, answered phone inquiries, and handled complaints in a courteous and professional manner.
- Ensured confidentiality of files and filing systems.
- Coordinated schedules, arranged meetings, distributed memos and reports, and ensured that everyone was kept current of the necessary company news and information, especially from the headquarters in Japan.
- Operated copy equipment, fax machines, printers, and other necessary equipment.
- Ensured office supplies were maintained, including checking inventory and working with vendors to always ensure adequate levels of necessary supplies.
- Performed other assignments given to me by the manager, for example at times I went to inspect spare parts in the different yards when there was shortage of staff.

**1<sup>st</sup>/July/2016 to 30<sup>th</sup>/October/2020/ - Front Desk Officer  
International Rescue Committee, Uganda Program**

**Roles and Responsibilities Included:**

- Scheduled and directed operations staff in daily work assignments to maximize productivity.
- Efficiently resolved problems or concerns to the satisfaction of all involved parties.
- Continually monitored the reception area and took appropriate action ensure quality and service standards were consistently met.
- Consistently maintained high levels of cleanliness and organization of the reception area to ensure quality in service delivery.
- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.

## **EDUCATION**

**2011-2012** Post Graduate Diploma in Business Administration  
**Uganda Management Institute, Kampala, Uganda.**

**2002-2005** Bachelor's Degree in Social Works and Social Administration  
**Makerere University Kampala, Uganda.**

## **REFERENCES:**

### **Ms.Noella Ngakurya**

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International Rescue Committee.

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### **Ms.Hellen Karanja**

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### **Mr. Mohamed Said**

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