



FLORENCE KAMANDE

+971562131358
florence48@yahoo.com
Dubai, UAE

PROFESSIONAL SUMMARY

Astute management profession with 8 years background, successful in leading the work of a group of people, deliver targets, effective planning, directing, and overseeing the operations of an organization and fiscal health, strategizing and development using database management system.

WORK HISTORY

06/2022 _Present

Jenam Kouevi Commercial Brokerage Dubai, UAE
Marketing Specialist.

- Creating advertising campaigns
- pricing strategies and targeting the demographic data of my target audience
- Working with marketing team to achieve success through more awareness about what we offer.
- Establishing and maintaining relationships with new and existing clients through networking and prospecting.

09/2021 – 03/2022 6mnths

Expo 2020 Dubai, UAE
TVG Global Events Experts,
Customer Service Officer.

- Maintained a positive, empathetic, and professional attitude towards customers all the time
- Responded promptly to customers inquiries
- Great multitask Managed over thirty customers at a go in a retail store answering queries, processing orders, showing products, and managed more than sixty people in a day.
- Ensured customer satisfaction
- I was part of the inventory team in the warehouse
- Provided feedback on the efficiency of the customer service process.

05/2019 -08/2021 2yrs

Princess Tourism LLC Dubai, UAE
Supervisor

- Ensured targets are met
- Successfully introduced marketing strategies
- Monitored employee productivity and provided constructive feedback and coaching
- Organized workflow and ensured that employees understand their duties or delegated tasks

SKILLS

- Risk analysis and management.
- Database management.
- Microsoft excels
- Microsoft access
- PowerPoint
- Strategizing and development

EDUCATION

University of Cambridge, London
2013

Degree in Business Management

Digital Advisory Learning, Kenya
2012

Advanced Certificate in Information and Communication Technology

Jusnet Business Institute, Kenya
2009

Computer Applications Certificate

LANGUAGES

English : Fluent

French : Intermediate

PERSONAL INFORMATION

Date of birth : 12 December 1989

Nationality : Kenyan

Marital Status: Married

Visa Status : Valid Till June 2024

- Handled accounts and banking
- Managed company's travel, visa, airline portals
- Trained new employees

12/2018 – 03/2021 2yrs

Kartasi Industries International, Kenya

Procurement Manager

- managed company's sourcing capabilities and supply chain.
- Strategized and negotiated with suppliers and vendors to acquire the most cost-effective deals and to reduce procurement expenses.
- Managed procurement processes
- Oversaw suppliers' relations
- Worked on understanding the organization goals and objectives

01/2012– 11/2018 6yrs

Alemash Enterprises International Ltd, Kenya

Assistance Manager

- Implemented workflow procedures based on direction from the company's General Manager
- Supervised employees during day-to-day tasks
- Successfully generated new business leads
- Provided customer support in escalated situations and managing the overall workflow of a workplace.
- Scheduled employees, trained new employees, and hired new employees.
- Successfully handled escalated customers complains

DECLARATION

I hereby certify that the above information is true to the best of my knowledge and thus nothing has been distorted.

Florence Kamande