



## FLORENCE KAMANDE

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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

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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**

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

Florence Kamande