



# NABATANZI JULIET

## ADMINISTRATIVE ASSISTANT

Highly detail-oriented, efficient personnel with strong analytical, problem solving and organisational skills, customer service and ability to maintain clients by personal approach. Am Seeking for an opportunity where I can utilise my skills in customer service, sales and administrative experience to enhance the goals of a fast-paced organisation.

## SKILLS

- Ability to provide outstanding member support and maintaining strong Professional Relationships with team mates and customers via physical & virtual interface.
- Ability to respond to customers via telephone calls and assist with information requested.
- Ability to accurately create and complete related records, reports and documentation in a timely manner.
- Deal professionally with upset customers and Team mates while keeping situations under control
- Ability to manage ever changing schedules and people and coordinate proactively to ensure pending items are being completed.
- Knowledge of medical terminologies and services with their Necessary requirements.
- Able to Multi-task
- Great Problem solving skills
- Recordkeeping
- Positive attitude and winning Personality
- Experience with Google Suite including Sheets, Docs, Drive
- Experience with Microsoft Office suite
- Excellent Time Management Skills
- Great interpersonal and Communication skills

## LANGUAGES

English; Fluent  
French: Beginner

## HOW TO REACH ME

Cell: +971524502096

Email: [batahjuliet@gmail.com](mailto:batahjuliet@gmail.com)

Address: Dubai

LinkedIn: <https://www.linkedin.com/in/batah-juliet-nabatanzi-3a9ab6b8?>

## EDUCATIONAL TRAINING

- Certificate in project management: Healthcare
- Google Certificate in Fundamentals of Digital Marketing
- Certificate in Customer service Leadership
- Certificate in Managing a Customer Service Team
- Certificate of service In the fight against covid19, Uganda Red Cross Society
- Diploma In medical Laboratory Technology
- Diploma in Business Administration (Ongoing)

## CAREER SUMMARY

### UN'S GIRLS2030 INITIATIVE

#### ADMINISTRATIVE ASSISTANT

- Buildup a massive Database of over 100 global leaders, influencers CEOs and to participate in webinars and podcasts
- Create emails inviting guests and participants for meetings podcasts and webinars
- Confirm and Manage appointments, calendar and booked meetings for confirmed participants.
- Respond to telephones, Emails and inquiries of guests and participants.
- Maintain records and documentation of confirmed participants
- Work with the Creative team to develop templates for confirmed speakers.

### UNILABS EXPO 2020

#### ROLE: CUSTOMER SERVICE AND DATA ENTRY.

- Disinfect working areas
- Arrange supplies for use during data entry for different stations.
- Attend to clients Inquiries in walk through and drive though
- Data Entry of clients' details as written on the passport or emirates ID
- Develop a log sheet for data of samples collected each day for data entry
- Helped to ensure customer service satisfaction by responding to inquiries from clients
- Followed up on customer results with the laboratory team
- Maintained work schedule by working as a team and in close relationship with my seniors to ensure constant work flow Participated in on-the-job training and preparation of reports at the end of the shift
- Helped in building and updating clients reports database for print out following a collaborative CRM
- Participate in taking bookings stock for the team.
- Appointed assistant team leader

### COMMUNICATION WITH EDUCATION (COWE) MEDIA

#### RECEPTIONIST/FRONT DESK OFFICER

- Managed front reception desk by answering phones, greeting and directing visitors, and responding to email inquiries.
- Maintained work schedule for senior executives, including travel plans and teleconference meetings.
- Write and distribute emails, correspondence memos, letters, and forms as requested.
- Participated in on-the-job training and preparation of reports with several different departments, including human resources, payroll, accounting, and executive support.

- Help in building and updating clients database following a collaborative CRM
- Help in events preparation and managing calendars and diaries. Participate in taking bookings for equipment for hire and inventory and for purchase.
- Promoted to executive Assistant role

UGANDA RED CROSS SOCIETY

TEAM LEAD

- Allocating daily jobs and workloads to the team.
- Training new team members.
- Acting as a resource for other staff members.
- Managing team performance and progress
- Monitoring the performance of junior staff.
- Completing team-related paperwork.
- Implementing new initiatives and making sure all staff understand them.
- Ensuring a clean, safe and friendly working environment.