

CURRICULUM VITAE

JOY MWIMA

1. Personal Bio-data

Name: Joy Mwima.

Gender: Female

Birthday: 28 October 1994

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Headline: A performance-driven team player with over five years of industry experience.

2. Work Experience

A. Customer care manager and Procurement Officer - Quick Pick Supermarket (s)

June 2018-Todate

In-Charge of

- ✓ Convincing customers to sign up for Loyalty cards to maximize spend per shopper as well as return purchases.
- ✓ Handling and resolving client complaints at the supermarket.
- ✓ Preparing and reporting on the Loyalty cards performance to the Supermarket management periodically.
- ✓ Ensuring customers who are signed up to the loyalty programs carry and use their cards at every visit to the supermarket by regularly reminding them about the discount offers.
- ✓ Making local purchase orders and following up till delivery
- ✓ Ensuring the supermarket is well stocked with stock and proper merchandising is followed
- ✓ Minimizing zero stock and ensuring sure moving products are always available, well displayed and merchandised
- ✓ Maximizing sales by ensuring zero stocking and engaging customers on feedback about product movement, stock outs and also solving these to ensure sure sales are made

B. Administrator/Showroom manager- Karibu Ventures Ltd.

December 2016- May 2018

In Charge of

- ✓ Preparing Client quotations and order delivery scheduling.
- ✓ Handling phone communications through the official company lines.
- ✓ E-mail correspondence with company staff and customers.
- ✓ Transactions record management: Preparation of purchase orders, delivery notes, payment vouchers and receipts.
- ✓ Disseminating information about the company profile, products and services.

- ✓ Managing employee payroll and ensuring salaries are issued out on time
- ✓ Receiving walk-in customer and handling all queries on prices, negotiating for and making instant sales

C. Internship Trainee-Aberdeya Country Club & Ark Lodge Kenya

June-August 2016

Responsibilities

- ✓ Checking in and checking out guests.
- ✓ Confirming guest bookings.
- ✓ Handling internal and external calls.
- ✓ Helping guests with their luggage to their rooms.
- ✓ Cleaning and organizing guests' laundry.
- ✓ Serving Guests' meals.
- ✓ Setting, adjusting and clearing tables.
- ✓ Maintaining guest rooms lay out and hygiene in accordance with the club standards.

D. Polling Assistant-Electoral Commission Uganda

Jan - March 2016

Responsibilities

- ✓ Counting and tallying votes
- ✓ Arranging polling station logistics.
- ✓ Issuing out voting materials (ballot papers).
- ✓ Managing voting procedures in conformity with set standards.

E. Administrative Intern-Ministry of Tourism, Wildlife and Antiquities

June-July 2015

Responsibilities

- ✓ Drafting minutes for department meetings.
- ✓ Records management.
- ✓ Attending to client queries, inquiries and feedback.

F. Reservations Intern/Assistant-Great Lakes Safaris & Uganda Lodges Ltd.

June-August 2014

Responsibilities

- ✓ Reconciliation of monthly invoices.
- ✓ Scheduling client bookings and making reservations.
- ✓ Handling client communications about the company's services.
- ✓ Making itineraries and costings.
- ✓ Writing payment vouchers.
- ✓ Maximizing client sales.

3. Education

Period	Institution	Award
2013-2016	Makerere University Business School	BTTM
2011-2012	Seeta High School	U.A.C.E

2007-2010	Merry land High School	U.C.E
2000-2006	St. Agnes Girls' School, Nagalama	P.L.E

4. Skills and Competencies

- ✓ **Excellent communication and Public expression.** One outstanding highlight is in that at the University, I've been our discussion group leader and in charge of making class presentations on behalf of our group. During all my presentations, our team scored highly on each assignment. Great communication and interpersonal skills means I'm able to connect meaningfully with my reporting line, the team I work with, as well as any other stakeholders.
- ✓ **Managerial Creativity and Innovation.** While at Ministry of Tourism, Wildlife and Antiquities, I designed an excel format for data entry and thus improved on the efficiency of records management. This makes me best suited to initiate and develop new ideas and working solutions for any existing and emergent managerial challenges.
- ✓ **Proficient at use of information systems.** In my internship roles, I have excelled at the use of Microsoft Office for Word, Excel and PowerPoint, Websites, Social Media and Mobile Apps. This coupled with interest in embracing new concepts and ideas means I'm quick to learn, adapt as well as contribute to Digital and Management Information Systems (MIS).
- ✓ **Analysis and Planning.** As a Bachelor's of Travel and Tourism undergraduate, I undertook study in a couple of core business Modules: Financial Accounting Principles, Hospitality Management, Tourism Budgeting etc. Furthermore, throughout my internships, I've handled several Accounting and Logistical tasks. As such, I'm familiar with fundamental managerial concepts, analytics and practices.
- ✓ **Exceptional Customer Focus.** Throughout the various organizations where I've served, especially at Aberdeya Country club, I've developed great customer service insights during the regular client interfaces. These include: listening, handling and solving customer complaints and maximizing positive interactions. As a result, I'm able to offer effective customer experiences and ensure great customer satisfaction.

5. Accomplishments & Certificates

- Intern of the Month, July 2014: Great Lakes Safaris & Uganda Lodges Ltd.

6. Languages

Language	Spoken	Written
English	Articulate	Excellent
Luganda	Excellent	Good
Lunyole	Good	Fair
French	Fair	Fair

7. Other Interests

-Music and Making friends- I'm cheerful and outgoing.

-Reading & Research-Especially in the areas of Business and Hospitality.

-Travelling & Adventure-I often do trips with my friends to popular destinations.