

CURRICURUM VITAE

BIO DATA

NAME: BAINOMUGISHA LIBRA
DATE OF BIRTH: 09TH/JUNE/1998
GENDER: FEMALE
RELIGION: ANGLICAN
NATIONALITY: UGANDAN
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PROFESSIONAL PROFILE

Bainomugisha Libra is a forward-thinking professional with a strong foundation in front-end and mobile development, complemented by a background in client relations and digital marketing. With hands-on experience in graphics design using Adobe Photoshop and Illustrator, and website management, Bainomugisha brings a unique blend of creative and technical skills to the table. Her proficiency in static website management and digital content creation equips her to design and implement user-friendly interfaces that enhance the user experience. Additionally, Bainomugisha's experience in customer interaction and problem-solving has sharpened her ability to translate client needs into innovative digital solutions. Eager to contribute to a dynamic team, she is committed to driving technology and innovation through impactful mobile and web applications.

OBJECTIVE

To leverage my expertise in front-end development, mobile app design, and digital innovation in a challenging role where I can contribute to creating intuitive, high-performing applications. I aim to apply my skills in web management, user interface design, and problem-solving to drive technological advancements and deliver exceptional user experiences in a dynamic and forward-thinking organization.

ACADEMIC QUALIFICATIONS

Period	Institution	Qualification
2019-2022	Uganda Technology and Management University	Bachelor's Degree of Oil and Gas Management
2017-2018	St. Mary's College Rushoroza	Uganda Advanced Certificate of Education (UACE)
2013-2016	St. Mary's College Rushoroza	Uganda Certificate of Education (UCE)

OTHER TRAININGS AND COMPETITIONS

Period	Training	Organizers
January, 2023 – February, 2023	Digital Marketing	InfoClan Uganda Limited

WORK EXPERIENCE

PERIOD: March 2024– Present

ROLE: Client Relationship Manager

ORGANIZATION: Vuyo SMS

KEY ACTIVITIES: which include;

- **Client Onboarding:** Guiding clients through the onboarding process, ensuring they understand the services offered, and helping them set up their accounts.
- **Building Relationships:** Developing and nurturing strong relationships with clients by understanding their needs, preferences, and challenges.
- **Regular Communication:** Keeping clients informed about updates, new features, promotions, or any relevant information through regular communication channels such as emails or phone calls
- **Problem Solving:** Being the point of contact for clients when they encounter issues or have concerns, and working with internal teams to resolve them promptly and effectively.
- **Feedback Collection:** Gathering feedback from clients about their experiences with the company's services, and conveying this feedback to relevant departments for improvement.
- **Upselling and Cross-selling:** Identifying opportunities to upsell or cross-sell additional services to existing clients based on their needs and usage patterns.

- Strategic Planning: Collaborating with sales, marketing, and product development teams to develop strategies for client acquisition, retention, and growth.

OTHER ACTIVITIES

- **Content Creation:**
 - Crafting informative articles for Vuyo SMS, writing articles to share valuable insights and advice with our clients, boosting engagement and showcasing our expertise.
- **Graphic Design:**
 - Designing eye-catching graphics for Vuyo SMS, creating visually appealing graphics to enhance our brand's online presence and communicate messages effectively

PERIOD: September 2022 – September 2023 **ROLE:**

Front Desk Officer

ORGANIZATION: Uganda Technology and Management University **KEY ACTIVITIES:**

which include;

- Being an interface between the university and public by providing information for students and general public
- Being a liaison between the students and lecturers
- Answering to students day to day queries
- Managing all matters pertaining to reception/office appearance and utilities
- Issuing application forms and other relevant documents to prospective students

PERIOD: May 2022 – July 2022

ROLE: Intern

ORGANIZATION: Ministry Of Lands Housing and Urban Development (MLHUD) **KEY**

ACTIVITIES: which include;

- Report writing and editing for meetings
- Planning and budgeting for physical planners and fellow interns as per intern supervisors guidelines
- Data collection with the use of GIS and analysis
- Team building with fellow interns and staff

PERIOD: May 2021 – August 2021

ROLE: Intern

ORGANIZATION: NILE ENERGY LIMITED (GAZ) **KEY**

ACTIVITIES: which include;

- Recording financial transactions and keeping the records for future use
- Offloading petroleum liquids
- Receiving and counting money collected from fuel pump attendants and banking assigned by the supervisor

SKILLS

- Graphics and design with use of Adobe Photoshop, illustrator and Canvas Website Management (Static)
- Computer literacy skills including Microsoft office packages (word, Excel, Access, PowerPoint)
- Computer management skills including troubleshooting hardware and software problems as well as operating systems
- Data entry
- Record management
- Communication both efficient and effectively
- Planning

INTERESTS

- **Work:**
 - Exhibiting confidence and responsibility at work
 - Team work and coordination
 - Working under minimal supervision
- **Leisure time:**
 - Prayers
 - Listening to music
 - Adventuring

LANGUAGES

Language	Speaking	Writing	Reading
English	Good	Very good	Very good
Runyankole	Very good	Good	Good

Luganda	Good	Good	Good
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REFERENCES

Mr. Elias Dokole

Team Leader with Vuyo SMS

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Dr. J.M. Okwadi Tukei, Ph.D

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