



Katushabe Birabwa

Technology Specialist

Dynamic and results-oriented individual aspiring to become Sales Engineer/Solution Technical Engineer with a Bachelor of Science degree in Software Development. Passionate about delivering innovative solutions, I leverage my strong technical background to drive business growth and exceed customer expectations. With expertise in both technical engineering and sales, I am adept at translating complex concepts into compelling value propositions. Committed to staying ahead of industry trends, I thrive on challenges and seek opportunities to make meaningful contributions. My goal is to consistently deliver exceptional results while building lasting relationships with clients and stakeholders. I am open to roles as a sales engineer, solution technical engineer, and business analyst where I can aptly use my knowledge, skills & abilities.

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WORK EXPERIENCE

Real Estate Agent The Bouklis Group

07/2023 - Present

New York, United States

Achievements/Tasks

- Provide personalized assistance to clients inquiring about properties, ensuring satisfaction in alignment with company standards and policies, and showcasing exceptional customer service skills.
- Recognized for outstanding performance with the "Top Sales Performer" award, consistently surpassing sales targets and delivering exceptional service to clients.
- Conduct training sessions for new team members, imparting effective sales techniques and client engagement strategies to enhance customer satisfaction ratings and boost sales revenue.
- Manage reception duties, efficiently handling incoming calls, and directing inquiries to the appropriate agent or department to streamline communication processes.
- Maintain an updated inventory of property listings, ensuring accuracy and completeness of information in the company database to facilitate smooth transactions.
- Design and execute visually captivating property displays and marketing materials, effectively attracting potential buyers and showcasing available listings to drive sales.

Project Manager Forest Uniform

01/2022 - 07/2023

New York, United States

Achievements/Tasks

- Responsible for overseeing projects from inception to completion. This involved collaborating closely with the production team to increase production in the year.
- Tasked with gathering customer requirements and accurate measurements, which I then relayed to our production team. Additionally, I maintained customer relationships and took charge of liaising with their management team to ensure timely payments after product delivery.
- Collaborated with clients and internal stakeholders to understand project requirements, objectives, and timelines.
- Developed comprehensive project plans, outlining scope, deliverables, milestones, & resource requirements. Created project schedules and budgets in alignment with client expectations.
- Assigned tasks and responsibilities to project team members, ensuring clear understanding of roles and expectations. Managed resource allocation to optimize productivity and efficiency.
- Identified potential risks and challenges associated with project execution. Developed risk mitigation strategies to minimize disruptions and ensure timely delivery of project outcomes.
- Served as the primary point of contact for clients, maintaining regular communication to provide updates on project progress, address concerns, and manage expectations.
- Conducted post-project reviews to assess performance against project objectives, identify lessons learned, and make recommendations for process improvements.



EDUCATION

BS Software Development Grand Canyon University

05/2020 - Present

Phoenix Arizona

Completion

- Graduating in May, 2024

Department of Art & Design Monaco Technical Institute of Design & Technology

02/2010 - 09/2014

Monaco, Uganda



VOLUNTEER EXPERIENCE

Forage Virtual Experience Program Participant JP MORGAN CHASE & CO

05/2021 - 08/2021

New York, United States

Tasks/Achievements

- Participated in open access JP Morgan Virtual Experience Program with Forage.
- Developed interface with a stock price data feed
- Used the JPMorgan chase framework and tools
- Displayed data visually for traders



SKILLS

Adobe Suite

SQL

MongoDB

C#

JAVA

HTML

CSS

JS

React

WORK EXPERIENCE

Sales Associate Victoria Secret

02/2018 - 12/2020

New York, United States

Achievements/Tasks

- Provided exceptional customer service to Victoria's Secret customers, assisting with inquiries, product selection, and resolving any issues promptly and courteously.
- Assisted with inventory management tasks, including receiving, stocking, and replenishing merchandise on the sales floor and in storage areas.
- Supported store operations by processing transactions accurately and efficiently at the cash register, adhering to company policies and procedures.
- Collaborated with team members to execute visual merchandising displays and promotions according to brand guidelines.
- Assisted in the implementation of store policies and procedures, ensuring compliance with safety and security protocols.
- Participated in training sessions to enhance product knowledge and customer service skills.
- Provided support to management in various tasks, including opening and closing procedures, as well as administrative duties as assigned.

Assistant Designer Nine West

08/2017 - 02/2018

New York, United States

Achievements/Tasks

- Assisted in the design and development of footwear and accessory collections for Nine West, contributing creative ideas and concepts.
- Supported the Senior Designer in researching trends, materials, and market analysis to inform design decisions and product development strategies.
- Created detailed technical drawings and specifications using design software such as Adobe Illustrator and Photoshop.
- Collaborated with cross-functional teams including product development, merchandising, and sourcing to ensure design concepts are translated into viable products.
- Participated in fittings and sample reviews, providing feedback on fit, construction, and aesthetic details to achieve desired product outcomes.
- Assisted in the development of color palettes, material selections, and trim options for each collection, maintaining brand consistency.
- Conducted trend research and competitive analysis to identify emerging styles and market opportunities.
- Supported the creation of presentation materials for line reviews, sales meetings, and marketing initiatives.

Intern (Assistant Designer) Creative Sourcing Ltd.

01/2017 - 08/2017

New York, United States

Achievements/Tasks

- Collaborated with major brands including Elizabeth Arden, Tommy Bahama, Kenneth Cole, and Vince Camuto to conceptualize and develop design concepts.
- Generated detailed spec sheets for designs to be sampled and produced overseas, ensuring accuracy and adherence to client specifications.
- Partnered with computer-aided design artists to create captivating prints and graphics for client presentations, enhancing visual appeal and marketability.
- Conducted thorough reviews of initial samples received from overseas factories, providing detailed feedback and making necessary revisions to meet quality standards.
- Acted as a liaison between internal teams and overseas factories, facilitating clear communication and ensuring seamless execution of design concepts.
- Conducted extensive trend research and analysis to stay informed about industry developments and incorporate innovative ideas into design projects.
- Leveraged trend research and inspiration to produce creative and forward-thinking designs that resonate with target demographics and align with client objectives.
- Maintained organized records and documentation of design specifications, revisions, and communications with clients and factories to support efficient workflow and project management.

SKILLS

Typescript

Node.JS

HarborTooouch POS System

Windows 11

SAP Arabia ERP

Workday

CRM

Microsoft Office

SOFT SKILLS

Good Communication

Excellent Conceptual and Analytical Skills

Effective Interpersonal Skills

Customer Service

Creative Faculty

Punctuality

PERSONALITY, INTERESTS AND HOBBIES

Extrovert

Punctual

Organised

Creative

Technology

Science

Fashion

Education

LANGUAGES

English

Native or Bilingual Proficiency

Swahili

Native or Bilingual Proficiency

REFERENCES

Shall be provided upon request.