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| NAKAZIBWE MOUREEN |
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| E mail: [Nakazibwemolly@gmail.com](mailto:Nakazibwemolly@gmail.com) |
| NAKAZIBWE MOUREEN (SKYPE) |
| Sex: Female| Date of birth: 01/06/ 1992| Nationality: Ugandan |

**WORK EXPERIENCE**

**(March 2018-TO DATE)**

**RIND PHARMA LTD (WHOLESALE PHARMACEUTICAL COMPANY)**

**Sales/customer relationship personnel**

**Key responsibilities**

Identifying, developing and evaluating a company's marketing strategy, based on

Knowledge of its objectives, market characteristics, and cost and mark-up factors.,

Directing the hiring, training, and performance evaluations of marketing and sales, overseeing the daily activities and evaluating the financial aspects of Product development, such as budgets, expenditures, research and development appropriations, and return-on-investment and profit-loss projections and this calls my attention to developed the pricing strategies with balancing the company objectives and customer satisfaction, Formulating, directing and coordinating marketing activities and policies to promote products and services, working with advertising and promotion managers

**(April 2017-update )**

**IRIO SYSTEMS- COMPANY PROVIDING END TO END ICT SERVICES**

ICT Support officer and data analyst

**Key Responsibilities**

As telesales officer was responsible for answering queries, offering advice and introducing new products, organizing sales visits, demonstrating and presenting products, establishing new business, maintaining accurate records, attending trade exhibitions, conferences and meetings, reviewing sales performance, negotiating contracts and packages, aiming to achieve monthly or annual targets

As an ict support officer was responsible for Client support and helpdesk management, Maintenance and management of Backup Operations, Infrastructure and application support and maintenance, system installations, documentation of procedures, processes, helpdesk, testing and system configurations and Perform other ICT roles or work as requested by the ICT Manager were always my major responsibilities at GB-Solutions

**(Apr 2016-TO Mar 2017)**

**MR COMPUTERS –KAMPALA, UGANDA AN ICT SERVICE COMPANY**

System/data analysis and capturing (data entrant officer)

**Key Responsibilities**

As a system analyst and data manager personnel I led effective provision and Implementation of portfolio and advised M$R management under the information technology officer in general on matters regarding strategy development of the system. I managed computer-based information systems, provide services related to software, hardware, databases, Web resources, networks and enterprise systems and train non-technical workers

(June 2013 to October 2013)

**Ministry of public service-Uganda**

**IT support officer (Internee)**

Worked in the Network Operations Centre applying technical skills in network monitoring systems and network engineering to provide proactive network monitoring and incident management.

Provide onsite and remote customer support to over 200 clients as part of the level 2 support engineering team in order to resolve technical problems.

Identifying and responding to client faults and ensuring constant communication with the customer during fault resolution.

Network provisioning i.e. IP assignment, core network configuration, DNS setup, monitoring and client usage graphing, client backup and other client network services).

Scheduled and led the department in operational refresher training for all employees in service operations section. Formulated technical documentation for company products and services

**EDUCATION BACKGROUND**

**(2012 TO 2016)**

Bachelors OF Science In Information Systems: MAKERERE UNIVERSITY.

**(2010 TO 2011)**

Uganda Advanced Certificate OF EDUCATION: MULUSA ACADEMY-WOBULENZI

**(2006 TO 2009)**

UGANDA CERTIFICATE OF EDUCATION: NAKASEKE INTERNATIONAL COLLEGE SCHOOL

**CERTIFICATES/TRAINING AND TRAINING**

**(3rd/ March/ 2020 to Update )**

**Certificate in Software Development Outbox EDU prep Course**

**(7th/ Sept/ 2019 to Nov 2019 )**

African Change makers fellowship Cohort 3 2019

**(July 16TH TO 22ND JULY 2019)**

Certificate of participation and training in Entrepreneurship for youths during **International Youth Diplomacy Conference (IYDC) university of Ghana accra-2019**

**(9th to 21st June 2019)**

Network monitoring and management during **AFNOG workshop for Internetworking Technology during the Africa Internet Summit (AIS’19**)

**(FEB /2019 UPTODATE)**

Women Empowerment and training in **S**oftware development at **ANDELA Learning Centre –Uganda (Women in tech program)**

**(2018 MAR TO OCT 2018)**

Certificate of Completion in research and innovation for social development and leadership sub research for (SOLEP) at (**Digital Opportunity Trust/ Youth Equality** **Centre).**

**(FEB 2016 TO AUG 2016)**

Certificate of participation in Microsoft 24 online SMS and HIA training at **Computer Learning Centre**

**PERSONAL SKILLS**

**Communication skills:** I have gained excellent communication skills gained through communication skills gained through my experience as a technical assistant technical assistant and customer relationship officer from both Rind Parma and MR computers

**Organisational / managerial skills:** Decision making have learnt to take decision as decision as youth leader for the past 7 years way back since I was still at the university class coordinator for my class at the university for three years and I have improved over the years of my working

**Job--related skills**

Participatory planning, monitoring and evaluation skills, Strong analytical and negotiation skills and problem-solving skills. Ability to motivate and lead others in a team environment. Ability to build rapport and trust quickly with work colleagues. Ability to prioritize tasks and workloads in order of importance, Excellent proficiency in Microsoft Office, Excellent proficiency in Microsoft Office, Excel and PowerPoint, Good online market development or visibility. Online market development or visibility. Interpersonal and leadership skills, interpersonal and leadership skills, Results Oriented Management skills, Knowledge of website management Knowledge of website management.

**DIGITAL COMPETENCE**

**Self—assessment**

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| **Information**  **Processing** | **Communication** | **Content creation** | **Problem solving** |
| Excellent | Good user | Good user | Good user |

**LANGUAGES**

**Mother tongue(s):** LUGANDA

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| **Others** | **understanding/ reading** | **speaking** | **writing** |
| **English** | Good | Very good | Very good |
| **French** | Basic | basic | basic |

**REFEREES:**

**1**. MR TUHAISE ROBERT

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