



## NANZIRI MARGARET SSEREMBA

### SECRETARY/ADMIN ASSISTANT

### CONTACT DETAILS

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📍 Abu Dhabi- ALwahda street

### EDUCATION

NKUMBA UNIVERSITY 01/2004-21/2007  
*Office management and secretarial duties*

AMERICAN INSTITUTE OF BUSINESS  
MANAGEMENT- 05/2023-11/2023

Professional Development Diploma  
*Certified executive secretary*

### ADDITIONAL INFORMATION

Language - English

Nationality - Ugandan

As a highly organized and efficient Secretary, I bring seven years of experience in streamlining office operations and enhancing productivity. My expertise in administrative support is demonstrated by two years of dedicated service in the front office, strong emphasis on helping customers resolve issues and cultivating a positive image of the company. My proven track record in coordinating successful events and fostering robust vendor relationships positions me as an ideal candidate for a role in administrative support, with ability to listen attentively, and create high quality professional relationships with clients. Fully committed to following company procedures and to leverage my clerical skills facilitate the administrative process within your organization.

### AL REYADA MEDICAL CENTER- OFFICE ASSISTANT- 2022/03 TO 2024/04 UAE

• Engaged in proactive and courteous patient interaction, ensuring a positive experience

- Streamlined customer inquiries by directing communications to relevant department staff.
- Diligently monitored and managed inventory, ensuring the timely replenishment of office supplies.
- Organized and maintained office records, contributing to efficient operations and workflow optimization.
- Handled incoming calls and emails, providing prompt information and maintaining professional business correspondence.
- Served as an accessible first point of contact for visitors, adeptly addressing inquiries and facilitating issue resolution.
- Collaborated in the planning and execution of office events, promoting a cohesive and upbeat team atmosphere.

### USHINDI SACCO – SECRETARY- 2017/01 TO 2020/15 UGANDA-KAMPALA

• Expertly handled a range of administrative tasks including phone system operation, document reproduction (copying, printing, scanning), and professional email correspondence.

- Fostered positive customer relations through effective communication and service.
- Efficiently managed records, ensuring organization and confidentiality.
- Led high-priority projects such as nationwide office expansion and the launch of a new vocational school, overseeing 20+ staff members.
- Introduced an electronic filing system, slashing paper waste by 40% and enhancing document retrieval processes.
- Coordinated executive scheduling and logistics, optimizing travel plans and meeting arrangements for leadership.
- Instrumental in the drafting of annual reports, contributing to the team's accolade for exceptional accuracy and attention to detail.
- Achieved a 20% reduction in office supply costs by sourcing and negotiating with cost-effective suppliers.

### Hard skills

- ❖ Executive & Administrative support
- ❖ Meeting and Event planning
- ❖ Office management
- ❖ Training & Supervision
- ❖ Customer relations and communications
- ❖ Records Management
- ❖ MS Office (word, Excel, Outlook)
- ❖ Reception skills
- ❖ Interpersonal Skills
- ❖ Digital file and Document organization

### Soft Skills

- ❖ Adaptability, flexibility, problem solving.
- ❖ Exceptional customer care and interaction.
- ❖ Strong team player and collaborative mindset..
- ❖ Expert Organizational skills and team working.
- ❖ Excellent interpersonal communication.
- ❖ Basic Computer skills: MS Excel - outlook - Word.