

ZAINABU NAMUDDU

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OBJECTIVE

Highly efficient and diligent Administrative Office professional with years of experience in management preparing flawless presentations, assembling facility reports, and maintaining the utmost confidentiality, capable leader with excellent skills in delegating responsibilities to others, supervising and evaluating for effective task completion. Enthusiasm for delivering excellent service to customers and other visitors in the office setting. Commitment to upholding company policies and procedures when working with staff members and motivating team, Strong organizational skills and excellent attention to details when dealing with paperwork. Possesses a BSC in Information Systems and Technology and expertise in Information Systems. Looking to leverage my knowledge and experience into a role an institution that will allow me grow with it.



EDUCATION

Bachelor of Science in Information Systems and Technology | Uganda Technology and management University.



EXPERIENCE

Restaurant Manager | Hardees, UAE

JULY 2018 22 TILL LATE

- Accomplishing restaurant human resource objectives by orienting, training, assigning, scheduling, coaching, modeling, communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieving restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
- Meeting restaurant financial objectives by forecasting requirements; scheduling expenditures; analyzing variances; initiating corrective actions.
- Controlling costs by reviewing portion control and quantities of preparation; minimizing waste; ensuring high quality of preparation.
- Maintaining ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service.

- Enhancing department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Bank Teller | Centenary Bank, Uganda

2016- 2018

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault.
- Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track bank information and generate reports.
- Following all bank financial and security regulations and procedures.

Administrative Officer | National Social Security Fund, Uganda

2014- 2015

- Providing information by answering communications; referring special communications to appropriate person.
- Obtains and orients temporary help by forwarding requirements and criteria to temporary services; providing information and directions.
- Maintains human resources records by maintaining applications, résumés, and applicant logs.
- Verifying candidate's background by contacting references.
- Enrolling new employees by issuing forms and applications; verifying completion.
- Helping employees by explaining benefit programs.
- Avoiding legal challenges by complying with legal requirements.
- Maintaining manager and employee confidence by keeping human resources information confidential.
- Updating job knowledge by participating in educational opportunities; reading technical publications.
- Accomplishing human resources and organization mission by completing related results as needed.

Administrative Officer | Eight Technologies Uganda Limited

2013

- Producing, analyzing and distributing various on-going and ad hoc reports.
- Leading case management resolution with HR Service Center on payroll and benefits issues.
- Supporting employees and managers by researching and resolving issues to ensure successful close-out. Handled employee transactions into the HRIS database (HR Work Ways/PeopleSoft).

- Assisting in preparation of Talent Management, Year-End Compensation (TCM), and Employee Survey.
- Capturing data from manual and C-Speed schedules received from employers within 24 hours of receipt.
- Converting the data captured and up load it into the system after seeking approval from DII upload authorizers.
- Reviewing information received to verify employee numbers, employer numbers, amounts received and the number of contributors on the schedule.
- Marking corrections to any errors identified and upload it on to the system.
- Scanning Schedules into the system.
- Generating suspense reports for follow up by field officer and got feedback.



SKILLS

- Remarkable experience in administrative duties.
- Extensive knowledge of recruitment, In-depth knowledge of the principles and practices of human resources administration.
- Reporting Skills.
- Administrative Writing Skills.
- Research Skills.
- Verbal Communication.
- Orienting Employees.
- Classifying Employees.
- Employment Law and Organization Confidentiality.
- Strong knowledge of HR and Administration reporting and tracking.
- Skilled in creating and maintaining employee personnel and supplemental files Proficient with Word, Excel, PowerPoint, SAP, Outlook and mail merges.
- Familiarity with PeopleSoft (HRMS) and relational database Packages.
- Excellent interpersonal, communication and customer service skills.
- Time Management and analyzing Information.