

### **PERSONAL INFORMATION**

**Name** : Jimmy Kayiwa  
**Nationality** : Ugandan  
**Date of Birth** : 08<sup>th</sup> March 1983  
**Gender** : Male  
**Country of residence:** Ajman – United Arab Emirates  
linkedin  
**Contact** : **0589337901**  
**Email** : [kayiwa.j@hotmail.com](mailto:kayiwa.j@hotmail.com)  
**Visa status** : **Employment**



### **PROFILE:**

I am a young man looking to get ahead in life, I am driven, results oriented, responsible with a good work ethic, combined with a desire to utilize my computer skills, customer service and sales skills obtained through experience in **Retail, Information technology, renewable energy and healthcare** industries with **Nexus entertainment center, feathersoft technologies, Go-solar** and **sheikh khalifa medical city ajman** respectively.

### **Qualification, Skills and Qualities**

four years' experience in IT support  
Customer service skills – Top notch communication skills and professional work ethic.  
Multi-tasking capability.  
Ability to work-in and lead a team – Good leadership/delegating skills.  
Knowledge of database systems ( Microsoft Sql server)  
Computer Systems administration (Microsoft windows server)  
Sales and marketing skills.  
Basic accounting knowledge  
Inventory and store management skills  
Emergency response training( fire And other disasters)  
Hardware/ PC maintenance

### **EDUCATION QUALITFICATION:**

- High school diploma (Entebbe SecondarySchool-Uganda)
- Ordinary Level Certificate (Entebbe SecondarySchool -Uganda)
- Advanced Diploma In Computer Engineering (New Horizons -Uganda)

### **LANGUAGE KNOWN**

- English: Speak and write excellent

## **WORKING EXPERIENCE:**

### **Sheikh khalifa hospital – Ajman UAE Records Assistant - Dec 2016 – current**

#### **Duties:**

Prepare medical files for patients set for appointments/admission in various clinics and wards  
Provide assistance to the records management and staff in managing office records.  
Provide assistance to the administration in managing and maintaining records.  
Compile, gather and organize reports, documents and records.  
Process, scan and index records.  
Keep records in a safe and secure manner under lock and key.  
Ensure access to records with permission to authorized personnel.  
Make available of all records for viewing and processing for the concerned personnel.  
Any other duties assigned by the records officer

### **Go- solar Ltd - Uganda Kampala Branch supervisor: Jan 2014 –July 2016**

#### **Duties:**

Enter sales/ marketing leads in the **Odoo CRM** system  
Supervised the follow up on leads together with the sales team  
Managed stores with the **odoo crm** system  
Create users on the company's **crm** (system administration)  
Schedule and do back up of company's data  
Do systems updates  
Maintenance of company's computers  
Accomplished the digitalization of all the company's records  
Initiated a location based portfolio for all our marketing/ sales agents

### **Feathersoft technologies – Uganda,Kampala IT support - | Dec 2013 – Dec 2015**

#### **Duties:**

Managed the **ezee hotel management software** and **quick books** accounting system  
Training end users in various hotels and leisure centers  
System administration  
Notify management when system licenses are running out  
Software updates  
Data entry  
Back ups  
On site trouble shooting and solving of problems

Nexus Entertainment center- Uganda Kampala

SALES ASSOCIATE: Feb 2008- October 2013

**Duties:**

Welcome customers to the store and answer their queries  
Display movies and video games in an eye catching way  
Actively seek out customers in store  
Remain knowledgeable on all genres of movies/video games  
Process POS (point of sale) purchases  
Handle returns of movies and video games  
Answer customer phone calls and attend to their specific requests  
Comply with inventory control procedures  
Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

**ADDITIONAL STRENGTHS**

- Exceptional ability to communicate verbally and in writing
- Able to work in a team fostered environment
- Ability to work in a multi-cultural environment
- Good knowledge of basic mathematical calculations

**REFEREES:** Available upon request

**DECLARATION:** I hereby declare that the above information is correct up to my knowledge and I bear the responsibilities for the authority of the same.

