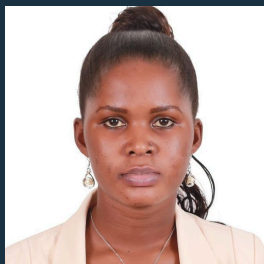


IMMACULATE BIRUNGI

Front Line Associate



✉ immaculateb43@gmail.com

☎ 0566709533

📍 Abu Dhabi

📄 PROFILE

I am very ambitious with creativity, well skilled and self-driven in terms of dealing with customers. I have a substantial knowledge in customer service and public relations with a track record in increasing sales and numbers.

🎓 EDUCATION

Bachelor of science in Journalism

Nkumba University

2014 – 2014 | UGANDA

👛 PROFESSIONAL EXPERIENCE

LULU INTERNATIONAL EXCHANGE

FRONTLINE ASSOCIATE.

2022 – present | Abu Dhabi, UAE

RESPONSIBILITY

- welcoming customers in a pleasant and professional manner
- Keep accurate records of all transactions.
- Follow all company rules and policies.
- Help other team members when needed.
- Effectively handle customer inquiries.
- Securely safeguard all necessary paperwork related to transactions.
- providing them with guidance and help in processing their transactions.
- To ensure that all transactions are performed in accordance with our compliance rules and regulations.
- Marketing the rates and services on social media handles to reach out to new and old customers by creating a bond.

Responsible for the growth of African corridor.

I SERENA TRADING L.L.C DUBAI

SALES ASSOCIATE

2022 – 2022 | Dubai, UAE

RESPONSIBILITY

- Sources out customers for example Groceries, supermarket and individuals.
- Introduce the products to them
Convince them to buy
- Call the company to do deliveries if customers order cartoons.
- Follow up with my customers for feedback.
- Report to the company the feedback I get from customers.

ULTIMATE MULTIMEDIA CONSULT UG LTD

MULTIMEDIA JOURNALIST

2019 – 2022 | UGANDA

- Research, pitch, develop, and produce original news stories for broadcast, website, and social media platforms.
- Report recorded or live for both digital and broadcast platforms.
- Create content with multiple perspectives and diverse voices to provide rich and inclusive storytelling.
- Write, record, voice, film and edit (if possible) package news stories, ensuring all content meets organizational standards for journalistic integrity and production quality.

JOELEX UGANDA LIMITED
COMMUNICATION OFFICER

2017 – 2019 | UGANDA

- Maintain a database of media organizations and contacts within them.
- Manage the company's or organization's social media communications.
- Regularly meet with and conduct interviews with media personnel.
- Create and produce internal newsletters for the organization



SKILLS

SKILLS ACHIEVED

- Money transfer operations.
- Experience in cash management
- Excellent communication skills
- Computer skills
- Marketing skills
- Multimedia skills