

NAMBUBA GLORIA

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PROFESSIONAL PROFILE

Highly organized and results-driven administrative professional with proven experience supporting operations, managing vendors, coordinating travel and facilities, and delivering excellent client service in fast-paced environments. Recognized for strong integrity, exceptional interpersonal skills, and the ability to manage multiple priorities with accuracy and efficiency. A proactive problem-solver who consistently enhances operational effectiveness and builds strong working relationships across teams and stakeholders.

EDUCATION

Bachelor of Arts and Social Sciences

Kyambogo University, Uganda — 2017 – 2021

Uganda Advanced Certificate of Education (UACE)

Arise Africa Christian Secondary School — 2015 – 2016

Uganda Certificate of Education (UCE)

Arise Africa Christian Secondary School — 2011 – 2014

PROFESSIONAL EXPERIENCE

Administrative Supervisor

M-Kopa, Uganda — *September 2024 – Present*

- Lead and optimize administrative operations to ensure seamless workflows, compliance, and accurate documentation.
- Oversee fleet, travel, and facilities management, ensuring cost-effective, reliable support services for staff.
- Produce and analyze monthly fleet and travel reports to inform planning and cost control.
- Manage vendor relationships and negotiate service agreements to improve quality and reduce operational costs.
- Coach and mentor administrative staff, strengthening performance, accountability, and collaboration.

Administrative Assistant

M-Kopa, Uganda — *January 2023 – September 2024*

- Delivered comprehensive administrative support to multiple departments, ensuring smooth day-to-day operations.
- Coordinated vendor services, facilities management, and timely payment processing.
- Arranged staff travel and accommodation with high attention to detail and budget considerations.
- Maintained accurate records and ensured adherence to internal policies and procedures.

Customer Care Representative

M-Kopa, Uganda — *February 2021 – January 2023*

- Served as the primary point of contact for customers, delivering professional, timely, and solution-oriented support.
- Built strong customer relationships that improved satisfaction, trust, and retention.
- Resolved inquiries and complaints efficiently while maintaining service excellence standards.
- Collaborated with internal teams to continuously improve service processes and customer experience.

Volunteer Intern

Uganda Red Cross Society — *August 2020 – January 2021*

- Supported administrative functions and coordinated community outreach initiatives.
- Participated in first aid response and public health awareness campaigns.
- Organized blood donation drives and health education programs that increased community engagement.

CORE COMPETENCIES

- Administrative & Office Operations Management
- Client, Stakeholder & Vendor Relationship Management
- Communication (Fluent in English and Luganda)
- Travel, Fleet & Facilities Coordination

- Negotiation & Cost Management
- Problem-Solving & Process Improvement
- Team Leadership, Mentorship & Collaboration
- Adaptability & Continuous Learning

REFERENCES

Available upon request