

CAREER SUMMARY

Seasoned Administrator, with a business, sales and marketing sense, robust knowledge in customer service delivery, operations management, procurement and logistics, budgeting, policy development, human resource planning and training, team building, travel management and events management. Versatile work experience in different sectors such as Hospitality, Tourism, Construction and Engine Power Generation with ability to work with board of directors, government agencies, civil society, communities and local leaders in multi-cultural and multidisciplinary team settings.

EDUCATION:

Uganda Management Institute Post Graduate Diploma in Management GPA 4.23 (2 nd Class Upper)	2011 - 2012 Kampala, Uganda
Makerere University Kampala Bachelor of Community Psychology CGPA 4.04 (2 nd Class Upper)	2003 - 2006 Kampala, Uganda

KEY COMPETENCIES

- Communication
- Creative problem solving and decision making.
- Advocating with impact.
- Collaboration and interpersonal relations.
- Initiative.
- Leading and Directing
- Planning and Organizing.
- Relationship and Network Building.

PROFESSIONAL EXPERIENCE;

Mantrac Uganda Ltd (Caterpillar Inc. Inc.)

Warranty & Service Excellency Manager - January 2021– Present:

- Oversee administration of warranty procedures as per Caterpillar global warranty policy
- Champion service administration deliverables to ensure Caterpillar service excellence standards.

Achievements:

- Maintained Silver level Service excellence award for 2021
- Gold level dealer warranty excellence award 2021

Mantrac Uganda Ltd (Caterpillar Inc. Inc.)

Service Operations Coordinator - January 2017 – Present:

- Exceptional administration of the day-to-day operation of workshop and field service jobs attaining Caterpillar Service excellence Silver awards for the year 2017, 2018 and 2019.
- Improved resolution of customer complaints and customer response from 60% to 85% as per transaction survey.
- Through comprehensive follow up, improved work in progress days from average of 90 days to 60 days in 2019.
- Reduced debtors by ensuring adherence to invoicing procedures and proper customer documentation.
- Enhanced record management by correct input of service-related data into the system. Improved scheduling and booking labour hours for service engineers, which positively impacts performance.
- Recipient of 2017 Bronze Dealer Warranty Excellence, 2018 Silver Dealer Warranty Excellence and 2019 & 2020 Gold Dealer Warranty Excellence Awards because of satisfactory administration and management of warranty process in accordance with Caterpillar global warranty policy.

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Mantrac Uganda Ltd (Caterpillar Inc.)

Sales Operations Coordinator - November 2011 – December 2016:

- Processed customer orders and ensured delivery timelines leading to smooth execution of sales deals hence award recipient of 'Mantrac Group Certificate of Recognition' for the contribution towards the annual sales 2012 and Member of the 100% club 2013.
- Administered bid projects within set time and financial parameters, interpreted requirements and delivered against complex client requirements thereby emerging most profitable territory 2015 due to the won bids in the year.
- Managed department suppliers and procurement transparently, in accordance with company policy.
- Maintained a balanced inventory, ensured adequate control and regular updates.
- Ensured invoicing procedures are adhered to and proper customer documentation, compliance to the credit policy, hence minimizing debtors.
- Reviewed the sales information to ensure it represented the products, maintained the sales library, prepared, compiled and submitted on schedule reports.
- Coordinated market intelligence in collaboration with strategic planning and marketing department to carry out analysis and competitive comparisons.
- Supported all operational functions in relation to sales events, in liaison with the Marketing Department.
- Oversaw all necessary administration and logistics work related to sales in liaison with relevant departments.

Marasa Africa - Madhvani Group

Operations and Executive Assistant to the Director of Operations (Tourism), April 2008 to October 2011:

- Successfully supported the formulation and publication of the first staff handbook for Marasa Lodges in the year 2010.
- Facilitated staff selection process in liaison with the concerned department / unit managers, conducted staff induction and directly supervised Marasa support staff.
- Made timely follow up on all Lodge Projects, and kept the Directors informed of progress.
- Managed familiarization tours and safaris for stakeholders to Marasa Lodges in preparation for the launch of Chobe Safari Lodge, earning the Lodges positive reviews, mileage and coverage in national and international media such as ETN articles by Wolfgang H. Thome.
- Managed Marasa Africa Kampala office. Facilitated communication between the tourism units with all other Madhvani Group of companies and stakeholders.
- Offered administration and secretarial support to the Director of Operations. Made travel arrangements both international and local for Madhvani group staff and visitors.
- Oversaw provision of services and supplies by external providers, for Marasa and the Lodges and ensured utility / statutory payments are up to date.
- Organized meetings took minutes and circulated them accordingly, prepared meeting venues and arranged logistics as required.

Jinja Nile Resort – Mada Hotels

Sales and Marketing officer, January 2007 to March 2008: In liaison with the Marketing Manager;

- Proposed service improvement activities that were integrated in the company's core relationships with customers.
- Customer feedback forms, personalized letters to customers in their rooms and reward system to most loyal customers.
- Ensured marketing communication was based on the principle of brand building and strengthened the company's credibility.
- Assisted in development of promotional, Sales and Marketing strategies based on opportunities, pricing strategies, customer base, brochures, flyers, trade, media and public awareness for the hotel.
- Generated new business for the hotel, undertook initial sales approaches, turned business prospects into sales.
- Segmented customer database formulated and managed sales plan, assisted in identifying potential local and regional markets.
- Raised quotations, handled customer complaints promptly by coordinating and follow up with concerned departments.

Jinja Nile Resort – Mada Hotels

Human Resource and Administrative Assistant - September 2006 to December 2006:

- Carried out General Manager's routine duties in the absence of the Financial Controller and the General Manager thereby maintaining consistent operations and work-process flow.
- Improvement of the Human resource function as I fully supported the department, maintained up to date human resource and administrative records.
- Coordinated weekly Departmental reports and circulated them as required.
- Raised requisitions for office supplies and followed up maintenance of office equipment.
- Improved staff inclusiveness as I consistently managed office communication, organised staff meetings, took minutes and circulate them as required.
- Coordinated stock taking of the entire Hotel.
- Performed other Administrative tasks as assigned

REFEREES;

1. Mr. Fred Yiga
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I, Nakitto Victoria, certify to the best of my knowledge and belief that the information given above describes my qualifications, experience and me.