

18 BUKOTO ROAD
KAMPALA (U)
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JONATHAN MAKUBUYA KISITU

SKILLS

SEO EMAIL MARKETING DISPLAY ADVERTISING MULTI-LINGUAL
MICROSOFT OFFICE RISK MANAGEMENT CHANGE MANAGEMENT PROCUREMENT
PROBLEM SOLVING INFLUENCING CRITICAL THINKING EFFECTIVE COMMUNICATION

EXPERIENCE

Jinja Cal suites, Jinja – *Digital Marketing Strategist*

MAY 2024 – PRESENT

- Set digital marketing strategies using all necessary tools (e.g. website, emails, social media and blogs)
- Research products, services and current strategies to identify new opportunities
- Analyze web traffic metrics and suggest solutions to boost web presence
- Monitor SEO/SEM, marketing and sales performance metrics to forecast trends
- Build strong clients relationships through social media interaction
- Keep up-to-date with our audience's preferences and proactively suggest new campaigns
- Liaise with Marketing, Sales, Design and Content teams to optimize customer experience and ensure brand consistency
- Identify advertising needs
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P.O.S.H COSMETICS UG, BUKOTO – *Sales Personnel and Customer Service Representative*

JANUARY 2021 – AUGUST 2023

- Built strong client relationships through exceptional communication and a commitment to understanding their needs. Secured sales by presenting compelling solutions and leveraging negotiation skills. Provided exceptional customer service to ensure satisfaction and build long-term partnerships.
- Drove revenue growth by skillfully converting leads into sales. Excelled in customer interaction, actively listening, and resolving inquiries promptly. Thrived in a fast-paced environment, maintaining a positive and professional demeanor while exceeding expectations.
- Demonstrated ability to balance sales and customer service. Successfully identified upselling opportunities while providing exceptional post-sale support. Negotiated and closed deals to achieve sales targets. Maintained a high level of customer satisfaction through effective problem-solving and clear communication.

- Results-oriented professional with a proven track record in both sales and customer service. Exceeded sales quotas by [quantifiable achievement] through strong lead conversion and relationship management. Achieved high customer satisfaction rates by resolving inquiries efficiently and exceeding expectations.

GibMack Medical Centre and Pharmacy, Kyaliwajala – Executive Assistant

JANUARY 2020 – FEBRUARY 2021

Strategic Support:

- Manage executive's calendar and schedule, prioritizing meetings, travel arrangements, and deadlines.
- Prepare presentations, reports, and other communication materials.
- Conduct research and analysis to support decision-making.

Operational Efficiency:

- Coordinate and manage administrative tasks for the executive and their team.
- Maintain filing systems, databases, and contact lists.
- Manage expense reports, travel itineraries, and office supplies.

Client and Stakeholder Liaison:

- Screen and respond to phone calls, emails, and inquiries on behalf of the executive.
- Organize and manage meetings with clients, colleagues, and other stakeholders.
- Facilitate communication and ensure a positive experience for clients and partners.
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EDUCATION

University Of the People, (online)– Bachelor of Science in Business Administration.

JANUARY 2023 –PRESENT , LOCATION

- BSc Business Administration honed critical thinking, problem-solving, and global business acumen for success in today's dynamic market.
- Equipped with strong analytical and communication skills through coursework in marketing, finance, and international business.
- Prepared for a rewarding career in management consulting, marketing, finance, or entrepreneurship.

Namilyango College, Seeta, – Uganda Advanced Certificate of Education

FEBRUARY 2018 –NOVEMBER 2019 ,

Namilyango College, Seeta, – Uganda Certificate of Education

FEBRUARY 2014 –NOVEMBER 2017 ,

CERTIFICATIONS

1. Google Project Management: Professional Certificate
2. Google Digital Marketing & E-commerce Professional Certificate
3. Communicating with Presence Specialization

REFEREES

Ms Majwala Felicia

C.E.O

P.O.S.H COSMETICS UGANDA

0784506269