

CURRICULUM VITAE

RITAH BABIRYE NAGGAYI

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PERSONAL SUMMARY:

I am a competent, committed, and innovative individual who is passionate about delivering an exceptional learning experience to the students I teach through a well-balanced mixture of classroom and online lessons. I am an enthusiastic and self-motivated professional with no trouble developing teaching resources and material which support effective learning in line with the school's course requirements.

On a personal level, I am a superb communicator who has the confidence to stand in front of people and teach a range of skills in accurate spoken English. Throughout my career I have gained experience in giving tutorials, lectures, seminars, and e-learning, good at engaging with universities, colleges, schools, and other partners. At this stage of my career, I want to join an institution that values diversity and strives to create a fairer and more equitable work environment.

WORK EXPERIENCE

THE RISE SCHOOL, FELTHAM, LONDON.

February 2022 - To Date

Teaching and Learning Assistant - SEN

- Getting the classroom ready and clearing away afterward to maintain a safe and clean environment
- Assisting the teachers in preparing lesson material and school equipment
- Recording and reporting a pupil's progress to the teacher
- Helping student stay focused during class hours
- Supervising groups, sports events, and school outings
- Helping teachers manage student behavior
- Looking after children who are unwell or upset
- Providing a healthy and safe learning environment for children

MAKERERE UNIVERSITY BUSINESS SCHOOL, KAMPALA, UGANDA

August 2008 – December 2021.

Lecturer

- Ensured student needs and expectations were met through a variety of teaching, assessment methods, career guidance, and counseling
- Facilitated testing use of appropriate teaching, learning, and assessment methods for students.
- Conducted diploma, undergraduate, and master's classes to facilitate the development of students in different disciplines contributing to the attainment of various awards from the university.
- Sourced and designed Human Resource Management, Organizational Development, and Organization Behavior course units, course-works, and examinations.
- Ensured that accurate records of students' attendance for classes, examinations, and courses works were captured and maintained in line with the school policy.
- Supported in organizing freshers' induction events, departmental exhibitions, university open days, and final year project displays which included organizing, catering, booking venues, creating and maintaining a database of participants, and liaising with the speakers and delegates.
- Assisted in typing, printing, photocopying, and filing reference letters, examination results for students, minutes of departmental meetings, and emails.
- Supervised the independent research work and dissertations of both undergraduate and master's students and internship reports for diploma students to enable them to hand in their dissertations and reports on time.
- Ensured that accurate records of students' attendance for classes, examinations, and course works were maintained in both paper and electronic format in line with the school policy.
- Undertook tasks associated with seminars, workshops, and conferences – which included processing delegates' bookings and fees, booking facilities and ordering food, and overseeing printing, photocopying, collation, and distribution of materials to be used at the conference/ seminar.
- Supported new colleagues with school requirements and induction into the university.

**FINCA UGANDA -
MICROFINANCE**

January 2008 – April 2012

Business Loan Officer

- Looked for and interviewed new potential borrowers by providing them with necessary loan information about the available loans, and helped the individuals to prepare data and paperwork to apply for the loans.
- Inspected potential borrowers' homes, businesses, and securities to confirm the financial stand and permanency of residence for the potential borrowers.
- Reviewed and processed loan applications, interpreted loan documents like income statements, balance sheets, and tax returns, and approved/rejected them in adherence to the rules.
- Drafted loan agreements that included proper terms and conditions along with the lending interest rates, closed, disbursed, and serviced the loans.
- Monitored the loan payments, and explained complicated payment structures and additional fees which are included in loan processing or late loan payments.
- Communicated with customers, clients, colleagues, and outside agencies to gather all important information, researched problems, and responded to inquiries.
- Helped existing customers to re-finance their existing loans, identified signs of unusual and suspicious accounts activities and made recommendations to minimize the risk factor, and contacted the non-paying borrowers on phone/visits to honor their loan payments.

BARCLAYS BANK UGANDA LIMITED

January 2007 – December 2007

Direct Sales Representative:

- Greeted and assisted Barclays Bank customers.
- Reached out to potential and existing customers with persuasive positive arguments to sell Barclays products and services.
- Took care of customer complaints quickly and efficiently to maintain positive relationships with customers.
- Communicated with the sales team regularly.
- Developed and submitted monthly sales reports, customer satisfaction reports, and sales contracts for orders.
- Kept up with trends in sales.

KEY SKILLS & COMPETENCIES

- Attention to detail, possess organization, and time management skills
- Proficient in Microsoft Word, Excel, and Power-Point
- Ability to work efficiently with minimum supervision
- Exceptional Customer care and Communication skills
- Great team player
- Ability to prioritize assignments as per their significance
- Ability to meet goals and deadlines in a fast-paced environment.

QUALIFICATIONS:

January 2015: Master's Degree in Business Administration Majoring in Human Resource Management.
Makerere University – Kampala, Uganda.

August 2006: Bachelor's Degree in Human Resource Management (Second Class Honors Upper Division).
Makerere University, Kampala Uganda.

December 2002: Uganda Advanced Certificate of Education.
Trinity College Nabbingo, Wakiso, Uganda.

December 2000 Uganda Certificate of Education
Trinity College Nabbingo, Wakiso, Uganda.

December 1997 Primary Leaving Examinations Certificate.
St. Agnes Primary School, Entebbe Uganda.

INTERESTS & HOBBIES

- Meeting and interacting with diverse social groups.
- Reading journals, magazines, and motivational books.
- Traveling and Sightseeing.
- Serving Humanity through Rotary.
- Member of the Human Resource Management Association of Uganda

REFEREES

- Available on Request