

# CURRICULUM VITAE

## PRISCILLA LIVINGSTONE

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### Professional Profile

A motivated and service-oriented receptionist with a solid background in administrative support and front desk management. Experienced in handling high volumes of calls and visitors, scheduling, filing, and office coordination. Strong interpersonal skills, attention to detail, and a dedication to creating a welcoming and efficient workplace.

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### Core Competencies

- Front Desk & Visitor Management
  - Call Handling & Scheduling
  - Office Administration & Filing
  - Customer Service & Problem Solving
  - Time Management & Multitasking
  - Proficient in Microsoft Office (Word, Excel, Outlook)
  - Excellent Verbal and Written Communication
  - Fluent in English and Swahili
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### Career Objective

To contribute to a professional and customer-focused organization by delivering outstanding front desk support, improving visitor experience, and enhancing overall administrative efficiency.

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### Professional Experience

## **Office Manager**

**African Smart Solution Company Limited** — *August 2024 – Present*

### **Key Responsibilities:**

- Greeted and welcomed visitors in a professional manner, ensuring a positive first impression for clients and guests.
- Answered and directed phone calls using multi-line telephone systems, handling inquiries and messages efficiently.
- Scheduled and coordinated appointments, meetings, and interviews, maintaining accurate calendars and minimizing conflicts.
- Managed front desk operations including incoming/outgoing correspondence, filing, and document preparation.
- Provided general administrative support to staff and management, including data entry, email communication, and office coordination.
- Maintained the cleanliness, organization, and supply levels of the reception area and office common areas.
- Assisted in handling customer queries and resolving minor complaints, demonstrating strong interpersonal and problem-solving skills.
- Handled deliveries and distributed mail and packages to appropriate departments or recipients.
- Supported onboarding of new employees and visitors by managing sign-in procedures and issuing visitor badges.
- Ensured confidentiality and professionalism in dealing with sensitive company and client information.

## **Issuing Officer**

**Keds Company Limited** — *October 2023 – July 2024*

### **Key Responsibilities:**

- Supervised and coordinated stock handlers to ensure that goods were loaded accurately and efficiently.
- Created daily task lists for casual workers, ensuring efficient use of manpower in the warehouse.
- Monitored and evaluated warehouse performance, ensuring compliance with safety and security protocols.
- Trained casual workers on safety procedures and efficient handling of goods.
- Managed inventory and optimized stock levels to meet demand.
- Led weekly team meetings to address progress, safety, and process improvements.
- Reported on warehouse activities and recommended improvements to senior management.

## **Cashier**

**Amani Warehouse** — *January 2023 – October 2023*

### **Key Responsibilities:**

- Handled customer transactions with accuracy and efficiency.
- Issued receipts and processed refunds while maintaining strong cash-handling integrity.
- Maintained a clean and organized cashier station.
- Conducted inventory checks and ensured accurate pricing.
- Provided information on promotions and store policies.
- Resolved customer concerns in a professional manner.

## **Administrative Assistant**

**Speedcom Africa Limited** — *January 2022 – December 2022*

### **Key Responsibilities:**

- Streamlined administrative processes to enhance office efficiency.
- Managed communications for senior management including emails and calls.
- Coordinated with internal/external parties to meet deadlines.
- Prepared and submitted statutory returns (NSSF, PAYE, SDL, VAT).
- Maintained financial records including payroll and invoicing.
- Supported travel and meeting logistics for executives.
- Managed office inventory and supplies.

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## **Education**

### **Bachelor of Commerce in Human Resource Management**

*University of Dar es Salaam* — 2021

### **Advanced Certificate of Secondary Education (ACSEE)**

*Tusiime High School* — 2016

### **Certificate of Secondary Education (CSEE)**

*Marian Girls' Secondary School* — 2013

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## **Certifications & Trainings**

- Certificate in Consultation and Management Skills – UD-HRMA, April 2021
- HR Policy Development and Compliance Training (Experience-based)

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## References:

Available upon request