

Lango Catherine Okengo

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PROFESSIONAL SUMMARY

- A result-driven, self-motivated, and resourceful Ugandan female worker with 12 years of work experience in an international clearing and forwarding Firm and four years' work experience with the community in projects funded by Christian Aid and USAID.
- I take pride in my work, thrive on challenges, work well under pressure, have a sense of cost-cutting, being proactive, and values teamwork.
- My professional aim is to work with other passionate people to provide quality services in the area I have been offered the opportunity to serve.

EDUCATION

- Bachelor of Arts in Social Sciences (Honors), 2003, Makerere University Kampala

Other certificates:

- Certificate in Oil and Gas, 2013, Quest Energy & Makerere University Business School, Kampala.
- Certificate in Basic Forwarding Principles, 2013, Spedag Interfreight, Kampala.
- Certificate in Administrative Law, 2008, Law Development Center, Kampala.
- Higher School certificate, 2005 Makerere High School, Kampala.

SKILLS

- Excellent knowledge of logistics.
- Oracle Systems reporting,
- Leave Application package
- Customer Care
- Fleet management
- Training of staff in logistics reporting
- Good negotiation skills
- IT literate and can handle electronic data.

- Sales & Invoicing
- Monitoring and Evaluation of community projects

PROFESSIONAL EXPERIENCE

Hospital Administrator - Abim, June 2021 to date – Abim Hospital, Uganda

Oversee and contribute to the efficient functioning of the healthcare facility

Responsibilities:

- Serve as a liaison among governing boards, medical staff, and department managers.
- Ambulance coordination for the entire district
- Organize, control, and coordinate services as per the hospital board regulations.
- Perform all duties within Ugandan Ministry of Health regulations.
- Oversee the development and implementation of programs and policies for patient services, quality assurance, public relations, and department activities.
- Evaluate personnel and prepare daily/weekly and monthly reports.
- Assist with recruitment, consenting, screening, and enrolment of personnel.
- Practice financial acumen in managing budgets.
- Authorize admissions/treatment as per agreed protocols.
- Ensure that stock levels are adequate, and orders are made on time.
- Communicate medical results to patients under clinical supervision, where needed.
- Complete/oversee timely and accurate documentation of patient visits.

Head Customer Relations, 2015 to 2019- At Spedag Interfreight Juba S. Sudan *Manage customer relations functions and oversee an 8-member team.*

Responsibilities:

- Drove the recruitment, training, and evaluation of Customer Relations Executives to ensure talent development at Spedag Interfreight South Sudan.
- Trained the team of customer relations executives in basic IT skills.
- Coordinated the transportation (Import and Export) of clients' goods and ensured timely and efficient delivery to clients.
- Guided the team in understanding contracts, terms and conditions, and charge structures and ensured that the company delivered up-sold and received value for the transport and clearing services provided.
- Oversaw the Warehouse/Storage management and ensured the safety, security, and integrity of cargo.
- Participated in the review of security measures for office premises and Staff quarters.
- Coordinated a Fleet of trucks using GPS-enabled software to track the movement and delivery of goods. Ensured that all queries regarding delays were urgently investigated and resolved.
- In charge of daily reporting by the Customer Relations Executives, to Clients and

Management using Oracle and Excel-based standardized reports.

- Headed the communication with clients using Telephone, E-Mail, and daily reports and worked to resolve emerging issues arising from the Clients. Ensured that the team handled communication with urgency, professionalism, and attention to detail.
- In conjunction with the IT department, ensuring that the Oracle system, GPS, and Email servers were up and running well and ensured that technical issues were urgently resolved.
- Archives and records management (local and international documents)
- Supervised support staff within the Commercial department and ensured that office premises were clean, safe, and welcoming to clients, team, and visitors.
- Scrutinized requisitions for payment of service providers of utilities (Water, Electricity, gas), and other office equipment purchases to ensure accuracy and value for money.
- Heavily participated in the procurement process for major vehicle equipment, Office equipment (Generators, laptops) and ensured that bids are assessed correctly.

Senior Customer Relations Executive, January 2014 to December 2014 Selected Responsibilities:

- Ensured clients' cargo was cleared promptly at Kaya, Nimule, and Juba Airport
- Created and maintained files for clients, tracked the expenses on each file, and invoiced each file after delivery
- Regularly updated clients and other SPEDAG offices on the cargo position up to the point when the delivery notes were signed and stamped by consignees; Did Client visits
- Assisted clients to process documents that were required for swift clearance of their cargo
- Updated clients regularly on changes in Customs rules and regulations
- Assisted clients in finding suppliers to meet the client's production needs
- Assisted clients to find the most efficient and cost-effective way to deliver their cargo from point of origin to point of delivery

Administrative Assistant on Job Rotation January 2013 to December 2013 at Kampala Head Office, Spedaginterfrieght

Worked in Administration, Human Resource, and Legal departments. (Kampala).

Selected Responsibilities: Administration

- Managed the procurement process and oversaw company archives.
- Submitted returns as required to various Government offices
- Ensured the office premises were kept clean and tidy
- Planned staff pick-ups from the Airport and accommodations with different Hotels.

Human Resource

- Maintained staff records including leave particulars and attendance

- Assisted HR in maintaining staff files and creating new files for the new staff.
- Made bookings with different Air airlines for staff travels.
- Gave support in the recruitment process, especially to interns.

Legal Department

- Handled License renewals, insurance policies, and all permits
- Updated all concerned of any changes in laws and regulations

Customer Relations Executive, 2010 to 2012 Spedag Juba office

Selected Responsibilities:

- Received Shipping documents and opened & managed client files.
- Updated the database and sent reports to sister offices.
- Updated clients on the position of their shipments & Represented client interests in Customs.
- Coordinated clearance of client's cargo with the various customs points.
- Invoiced files and dispatched invoices to clients.
- Followed up on collections of company funds from various clients.

Operations Assistant, Spedag Juba office 2008 to 2009 Selected responsibilities:

- Coordinated clearance of client's cargo with customs and delivery within the lead time.
- Liaised with stakeholders - South Sudan Customs, and SSBL, to ensure the smooth running of our operations.
- Supervised verifications of cargo and units upon arrival in South Sudan.
- Ensured Photos were taken at all stages of the verification and delivery.
- Ensured that the field staff delivered cargo in the shortest time possible.
- Ensured that cargo was delivered to clients and containers inspected.
- Ensured that all documents; SPIF delivery notes were signed and stamped by the client after cargo delivery before leaving the client's premises.

CHRISTIAN AID/YOUTH WITH A MISSION, AMURIA, UGANDA: CBCO & FACE PROJECTS – An International NGO focusing on Orphans and Vulnerable Children

Monitoring and Evaluation Officer, 2004 to 2007

- Supported and facilitated the formation and training of Community Based Health Educators,
- Organized and participated in Partners' meetings in the areas of operation.

- Participated in the development of materials for training and learning sessions.
- Prepared bi-weekly, quarterly and annual reports and updated the technical team on the progress of Quality improvement in OVC Services
- Documented Success stories about the improvement in project interventions.
- Built capacity of the widows and caretakers of OVCs to take care of their basic needs through the establishment, training, and regular follow-ups of Savings and Loan associations of 12 groups in the two sub-counties of Orungo and Morungatuny.
- Participated in the development of the Organization 5 year strategic plan.
- Successfully reported on the project's affairs for 4 years in the areas of OVC health, Database, youth clubs, and education for OVCs.
- Supported the program manager and coordinator in conducting Bi-monthly radio talk shows aimed at advocacy on OVC issues like child protection.

Referees

- 1 Ms. Natyang Cecilia
Principal Human Resource
Officer, Kotido
Email: cnatyang@yahoo.com
Tel: 0782146091
- 2 Fr. Wilfred Okello
Immaculate Heart of Mary Catholic
Parish Morulem,
Kotido Diocese.
Email: wilokelly@gmail.com
Tel: 0777061169/0777903766
- 3 Mr. Emolu Samuel
Operations Manager
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I acknowledge the information provided about me is correct

Lango Catherine Okengo