PHOEBE NAKIWUNGA
phoebenh22@gmail.com
Administrative Assistant
Kampala, Uganda

I am a professional virtual and administrative assistant and travel planner with over a decade of experience in travel planning, project coordination, calendar and email management, data entry, web research, lead generation, and database maintenance. I have supported remote teams, handled client communication, bookings, records, and follow-up, and can organise tasks so businesses can focus on more pressing priorities.

EXPERIENCE

August 2017 – January 2026

Travel Planner

Mazima Adventure Safaris · Uganda

- Designed custom travel itineraries, coordinated bookings and payments, managed client follow-up, and maintained travel records.
- Provided direct travel consultations and administrative support for safari clients.

September 2021 – October 2025

Senior Data Curator / Remote Contractor

Veeva Systems · Remote

- Coordinated team tasks, maintained trackers and records, supported onboarding and training, followed up on deliverables and tracked KPIs across workflows.
- Led a multicultural team of over 100 curators for four years. Through team coordination, performance feedback and coaching, reduced errors, increased the number of records handled and helped the team meet performance targets.
- Set up data quality assurance processes. Tracked validation metrics to support accurate, reliable data outputs.
- Provided performance feedback to maintain zero-error data outputs.

•Trained and coached curators to use databases, check their work and meet accuracy targets and data validation benchmarks.

December 2020 – September 2021

Base Data Curator

Veeva Systems · Remote

- Conducted web research and identified key individuals across global medical and life sciences sectors.
- Identified medical professionals across global life-sciences databases and registries.
- Reconciled personal and business credentials and records using U.S. State licensing boards, UK directories like the NHS registries, and more.
- Researched databases and academic registries to extract baseline information.
- Carried out data entry into specialised online databases, ensuring accurate records of necessary information.

June 2019 – September 2020

Data Entry and Research Associate

Sama · Kampala

- Managed data entry and web research assignments under tight deadlines, checking information carefully for accuracy.
- Reconciled, cross-referenced and verified complex and conflicting information across multiple electronic databases to eliminate duplicate or erroneous records that fed directly into Google Knowledge Panels.

August 2015 – June 2019

Individual Data Contributor

ISON BPO Uganda Limited · Kampala

- Executed data management tasks including high-volume data collection, manual entry and verification of information accuracy from database sources.
- Cleaned, checked and reconciled demographic, geographic and organisational data across different digital files.
- Worked as a Quality Control curator, checking submitted data files. Corrected missing or unusual information.

November 2013 – August 2015

BPO Executive

Techno Brain BPO Uganda Limited · Kampala

- Handled data entry, online content moderation, in accordance with strict client service level agreements.
- Researched information from web documents and online sources to build complete and verified datasets.

Volunteer Work

Administrator

Alpha International · Uganda

- Facilitated local Alpha courses, helped organise and coordinate event schedules and logistics, communicated with delegates before the events and followed up after them.

Events Coordinator

Anti-Corruption International · Uganda

- Recruited and reviewed delegates for the Young African Leaders Summit, coordinated participant communication, managed visa invitation paperwork, and supported event logistics.

EDUCATION

Bachelor of Arts in Development Economics

Makerere University Kampala

SKILLS

Email management, Calendar management, Lead Generation, Project management using Trello, Deduplication, Data Collection, Google Workspace, MS Excel, Word, Online Research

Remote Setup: Dedicated home office with unlimited Wi-Fi and a minimum monthly speed of 40 Mbps

Availability: Available to work remotely on a full-time schedule aligned with U.S. business hours

LANGUAGES

English	Fluent
Luganda	Native
German	Basic
Swahili	Beginner