

# NANDAWULA KABALI-KAGWA



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## PROFESSIONAL OVERVIEW

I am a results-driven professional with a unique blend of experience across hospitality, retail, education, and creative industries.

Starting my career as a student eager to learn, I have grown into a multidisciplinary leader with a proven ability to drive innovation, optimize operations, and foster collaborative cultures.

With expertise in process improvement, strategic leadership, and creative problem-solving, I am passionate about transforming ideas into impactful solutions and delivering sustained growth.

**Driven Business Management Graduate |  
Retail & Hospitality Expert| Self-Published  
Author & Poet | Passionate About  
Creativity & Well-Being**

## WORK EXPERIENCE

### BALKAN BURGER

#### Manager

**Jan 2024 – Dec 2024 (1 year)**

- led the daily operations, ensuring alignment with company objectives and optimising workflows for maximum efficiency.
- coached and mentored team members, fostering a culture of continuous improvement and collaboration.
- introduced and documented comprehensive operational systems, launched a company intranet, improving productivity and profitability.
- assessed business risks and implemented mitigation strategies to ensure sustainable growth.
- analysed operational, financial, and customer data to prepare executive reports and drive informed decision-making.

#### Event Co- Ordinator Jun 2023 – Jun 2024 (1 year)

- executed event plans, including timelines, logistical arrangements, and stakeholder coordination.
- leveraged social media and digital marketing to drive engagement and attendance
- analyzed event outcomes to optimize future planning and execution.

#### Team Leader July – Dec 2023 (6 months)

- provided hands-on leadership, setting clear goals and expectations to improve teamwork and performance.
- trained staff on service excellence, safety protocols, and sales strategies, resulting in higher customer satisfaction.
- contributed to menu development, leveraging customer insights and market trends to enhance offerings.

## SKILLS

- Attention to Detail
- Microsoft Office
- Office Administration
- Team Management
- Leadership
- Business Planning
- Digital Marketing
- Event Planning
- Strategic Planning
- Risk Assessment & Mitigation
- Analytical
- Problem Solving
- Customer Engagement

### Marketing Assistant Jan – Dec 2023 (1 year)

- supported marketing initiatives by analyzing consumer trends, gathering competitor data, and identifying advertising opportunities.
- contributed to brainstorming sessions for innovative campaigns that enhanced brand visibility.

### Senior Waitress Jan – Jun 2023 (6 months)

- authored the company's operations manual, streamlining processes for both kitchen staff and waitrons.
- increased sales by promoting high-margin items and employing upselling techniques.
- independently planned and executed events, enhancing the restaurant's reputation for creativity and service excellence.

## DISTILLED PHOTOGRAPHY

### Captioner Aug – Oct 2024 (3 months)

- Able to translate visual information into descriptive text that aligns with project guidelines and metadata standards.
- Skilled in adding relevant metadata tags to images, ensuring accurate classification and easy retrieval in digital asset management systems.
- Strong attention to detail in reviewing images and crafting precise descriptions.

### Self-Published Author Oct 2021

- published "*Inside Her Roses*", a poetry collection available worldwide, including on amazon and Barnes & Noble.
- featured in the South African tv series "*Gqeberha the empire*", highlighting my creative storytelling abilities.

**2023**

- self-funded and organized a launch event for Inside Her Roses, combining poetry workshop and dining experience. this unique trifecta established my presence as a respected author in the poetry community.
- developed a unique poetry workshop framework, providing aspiring writers with a structured and accessible entry point into the creative writing space.
- organized and ran several poetry open mic events, creating a platform for young poets to showcase their talent and connect with diverse audiences.

## EDUCATION

### Nelson Mandela University

(February 2024 - November 2024)

**Adv Diploma in Business  
Management Practice – NQF 7**

(February 2021 - November 2023)

**Diploma in Management – NQF 6**

(February 2020 - November 2020)

**Higher Certificate in Business –  
NQF 5**

### Hudson Park High School

(January 2014- November 2018)

**Matric – NQF4**

## REFERENCES

**Bojan Invanovic**

083 461 9444

**Lidija Invanovic**

083 451 6000

**Chantal Hodgkinson**

082 890 3908

## SPORTSMANS WAREHOUSE

(2019-2023)

### Receiving Clerk

- receive and unload incoming shipments.
- verify shipment contents against the packing slip or purchase order.
- ensure proper labelling and organization of received goods.
- handled all necessary paperwork, including return authorizations and shipping documents.

### Cashier

- excellent customer service during checkout ensuring an efficient transaction process.
- compiled Daily Banking Statement Reports.
- conducted Customer Care Officer duties.

### Sales Assistant

- skilled in handling inquiries, offering advice, and ensuring customer satisfaction.
- ability to explain product features and benefits for various sports and activities.
- skilled in promoting store offers, loyalty programs, and seasonal promotions to meet sales targets.

## ACHIEVEMENTS

Principles of Corporate Citizenship – **76%**

Quantitative Management Practice – **77%**

Employment Relations Processes – **80%**

Retail Strategy – **84%**

Commercial Law: Specific Contracts – **85%**

Business Accounting – **75%**

## CERTIFICATES

### **LinkedIn Learning**

- Understanding Business
- Small Business Marketing
- Foundations of Raising Capital
- Entrepreneurship Learning Pathway
- Entrepreneurship Foundations
- Personal Branding

### **TEFL Professional Development Institute**

- 120 Hour Teaching English online, privately and in classroom as a foreign language Certificate course.