

MUJUNGA DANIEL BARTER TAYLOR

Virtual Assistant | Project Operations Coordinator | Software Engineer
+256 705 036 307 | +256 767092829 | danielmujunga2@gmail.com
Kampala, Uganda

Video introduction available upon request

PROFESSIONAL PROFILE

Multidisciplinary and Results Driven professional blending **3+ years of operations management** with formal **Software Engineering training**. Proven track record of reducing client response times by 40% through structured workflows, coordinating cross-functional teams across time zones, and managing end-to-end logistics. Certified Virtual Assistant with deep proficiency in Google Workspace, Microsoft Suite, Slack, Trello, Asana, and Click Up. A Software Engineer bridging the gap between business operations and technical problem-solving. Available immediately for remote work.

WORK EXPERIENCE

BAZIRE LOGISTICS AND INVESTMENTS | *Kampala, Uganda*
Operations & Client Coordination Lead | 2024 - 2026

- Coordinated supply chain operations, tracked shipments, and managed client communications across multiple stakeholder groups.
- Reduced client response time by **40%** within 3 months by restructuring email workflows and implementing priority-based ticket triage.
- Supported cross-functional teams using Slack and Microsoft Suite to ensure seamless remote collaboration and real-time issue resolution.

SEMUKA GENERAL TRADERS LIMITED | *Kampala, Uganda*
Supply Chain & Operations Coordinator | 2023 - 2024

- Managed end-to-end supply chain logistics for 50+ vendors, ensuring 98% on-time delivery across international routes.
- Served as primary client contact across multiple time zones, maintaining clear and consistent communication.
- Streamlined task management using Trello and documented all operational processes with Google Workspace, improving team transparency and accountability.

CORE SERVICE OFFERINGS

(Roles & solutions I provide to clients and employers)

OPERATIONS & PROJECT COORDINATION

- Virtual Assistant (General) - Calendar management, inbox zero, travel booking, document management.
- Executive / Operations Assistant - High-level support for C-suite executives and cross-functional teams.
- Project Coordinator - Workflow optimization, task tracking using Trello/Asana/Click Up, stakeholder communication.
- Supply Chain / Logistics Coordinator - Shipment tracking, vendor relations, inventory accuracy, global client coordination.

CUSTOMER SUCCESS & SUPPORT

- Customer Support Representative (Email / Chat) - Email queue management, KPI/CSAT tracking, SOP compliance, 40% faster response times.
- E-commerce Operations VA - Order management, shipment tracking, payment troubleshooting, backend coordination.
- Client Relations Specialist - Primary point of contact across multiple time zones, issue resolution, relationship management.

TECHNICAL & SOFTWARE ENGINEERING ROLES

- Junior Software Engineer (Frontend / Backend) - Web design, system architecture, programming fundamentals (in progress).
- Website Management- Managing business websites, keeping them up-to-date and running smoothly.
- Technical Support Engineer - Troubleshooting API errors, payment gateways, platform bugs; bridging customer and dev teams.
- QA / Manual Tester - Detail-oriented testing, identifying system inconsistencies, writing test cases.
- IT Support / Helpdesk - Hardware/software setup, user account management, ticket resolution.
- Process Automation Specialist - Building Google Apps Scripts, scraping public data (APNs/leads), automating repetitive tasks with Python/JavaScript to eliminate manual grunt work.

HYBRID & EMERGING ROLES

- Real Estate Research VA - Skip tracing, APN/property records research (automated via scripts instead of paid tools).
- CRM / Database Manager - Data cleaning, spreadsheet automation, reporting dashboards.
- SaaS Onboarding Specialist - Guiding new users through software platforms, explaining technical features to non-tech clients.
- AI Tool Implementer - Setting up AI chatbots, automations, and workflow integrations for small businesses.

TECHNICAL SKILLS & TOOLS

Category	Tools & Technologies
Productivity	Google Workspace (Docs, Sheets, Slides, Gmail, Drive), Microsoft Suite (Word, Excel, PowerPoint, Outlook)
Project Management	Trello, Asana, ClickUp, Slack
Design	Canva, Web Design, Design Thinking
Programming	Python, JavaScript, Google Apps Script (automation), HTML/CSS (Web Design), WordPress
Data	Data Entry, Spreadsheet Automation, CRM Management, Database Cleaning
Other	Scheduling, Document Management, Workflow Optimization, Cross-Functional Coordination

EDUCATION

Bachelor of Science in Software Engineering

Victoria University | 2023 - 2026

- Graduate with a strong technical foundation in programming, system architecture, and software design—applying analytical thinking to real-world operations and automation challenges.

Virtual Assistance Certification

ALX | 2026

- Intensive program focused on remote workflow optimization, digital collaboration tools (Google Workspace, Slack, Trello, Microsoft Suite), and client-facing communication strategies.

ADDITIONAL INFORMATION

- **Languages:** English (Fluent), [Luganda if applicable]
- **Availability:** Full-time, flexible across time zones
- **Equipment:** Reliable laptop, high-speed internet, backup power supply, quiet workspace
- **Location:** Kampala, Uganda (Remote-ready)