

NANYUNJA DIANA



Address:

Abu Dhabi, UAE

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English,

Date of Birth : 14/04/1997

Gender : Female

Civil Status : Single

Nationality : Ugandan

Religion : Christian

Visa Status : Employment Visa

A highly gifted sales acumen with a solid experience in cash handling providing superb customer service and consistently exceeding performance KPIs through a tireless work ethic, outstanding relationship building skills and exceptional sales and marketing abilities

Adept in growing company reputation and profits through innovative campaign strategy plus effective market mapping.

I am creative, ambitious, hardworking, reliable, flexible, responsible and driven by team work. I am seeking a position with your reputable company where I can exert my positive energy in driving sales targets

Customer Service

- Proven ability to answer customers queries, complaints, resolutions/follow up and give proper information regarding the business procedures and policy in an exact and customer friendly way

Cashiering

- More than 5 years experience of exposure to large volume of cash
- Proven record of using the right process of payments (cash, cheque, bank transfers)

Achievement:

- Generated a good customer base in the African corridor(kenya,Uganda,Ghana,Tanzania and Rwanda) raised the number of transactions by 30% in my first year and upto 50% in my second year

Emirates India International Exchange

Feb 2022 Till Date

C.S.O./Head Cashier

Responsibilities

- Meeting and greeting customers in the lobby and converting walk in customers to intro card holders
- Assisting customers in filing up remittance applications forms and process related services, providing advice and guidance to customers about the different modes of transactions, rates/prices so they can choose accordingly
- Exercising due diligence in process related to AML compliance, KYC and customer transactions to ensure risk mitigation
- Having good knowledge about the different products, initiate cross selling and offering promotional opportunities to customers in the branch
- Buying and selling of foreign currencies and ensure optimal profit margins from each transaction
- Performing all the assigned work activities efficiently as per the company policies and procedures within a stipulated time
- Accepting payments in form of cash, cheque and bank transfers to process the transactions accordingly
- Tallying the cash at the beginning and the end of every shift, depositing the cash before it exceeds the branch limit
- Registering companies, employee registration and salary uploads (WPS)

Abu Dhabi Cooperative Society

May 2017 to Jan 2022

Cashier Cum Saleslady

Responsibilities

- Operated the POS register efficiently handling 95 transactions on average daily.
- Trained three newly joined cashiers about the job role and our customer satisfaction policies till they got ready to operate by their own.
- Provided the highest level of customer services by promoting the customer service program.
- Kept cash area neat and orderly at all times.
- Offered exceptional after sales service in terms of any product issues, exchange or refunding merchandise to our customers.
- Developed customer base by thanking, re-assuring and re-inviting our customers back to the store.
- Wrapped and handled the merchandise with care.

Bata Shoes Uganda

Jan 2015 to Jan 2017

Saleslady(team leader)

Responsibilities

- Performed administrative tasks efficiently.
- Verified merchandise to avoid mismatches(mixes).
- Arranged a suitable weekly schedule for the team.
- Made orders of the merchandise from suppliers and warehouses.
- Made reports of the products sold and those overstay in the store.
- Offered assistance to customers, suggesting items and providing relevant product information.
- Informed the customers about the new products on the market and new offer deals/promotions in the store.
- Answered customers' queries in a polite and helpful manner.
- Properly arranged the products in the shoe stands.
- Maintained the cleanliness of the shoes, shoe stands, and the store at large.
- Maintained eye-catching effective displays

EDUCATION

- 2014-2015 New Styles Secondary School.
(Uganda Advanced Certificate of Education)
- 2010-2013 Masaka Secondary School.
(Uganda Certificate of Education)

ADMINISTRATIVE SKILLS

To cope with the age of Information Technology I can well understand and operate Internet, Win7, win 10 & MS Office.

- Excellent office organization abilities.
- Data Entry.

REFERENCE

Availabe upon request