



JACENT WANYANA

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 Dubai, UAE 000

 [Bold Profile](#)

PROFESSIONAL SUMMARY

I am a dedicated, highly motivated and results-driven graduate with over five years of UAE experience in customer service and sales. Honest and capable of working competently on my own initiative as well effectively in a team. I have the ability to manage time effectively and prioritize conflicting demands in order to meet customers' satisfaction. I communicate well with a relaxed, patient and friendly disposition and at all times a helpful attitude at work.

SKILLS

- Persuasive Speaking Skills
- Empathy
- Ability to use Positive Language
- Clear Communication Skills
- Self-Control
- Taking Responsibility
- Patience
- Attentiveness
- Time Management Skills
- Ability to 'Read' Customers

EDUCATION

**Uganda Institute of Allied Health
And Sciences**

Kampala Uganda • 06/2014

Advanced Diploma

CERTIFICATIONS

- Retail soft skills booster,
05/01/20
- Elevating Retail Experience,
05/01/20

WORK HISTORY

Jumbo Electronics LLC - Store in charge Du Franchise

05/2018 - Current

- Welcoming and greeting customers warmly.
- Assisting store manager in daily running of store activities while supervising staff and ensuring efficient store operations
- Implementing inventory control strategies to optimize inventory levels and minimize waste and losses
- Handling customer complaints and resolve issues in timely and satisfactory manner
- Providing required information about company products and services to customers like postpaid plans and home internet connections
- Selling postpaid and prepaid simcards, internet and voice bundles to customers
- Created hands-on training program for newly hired employees to acclimate each person to company policies and procedures and individual job duties
- Monitored and analyzed sales records, trends, or economic conditions to anticipate consumer buying patterns

SHARAF DG LLC - Customer Care Executive

11/2017 - 03/2018

- Welcoming and greeting customers warmly
- Promptly responding to customer questions submitted via email or website.
- Answering customer questions and provide information to resolve any issues.
- Processing orders and returns
- Interacting with company customers in order to provide them with information they may require about company
- Collected customer information and analyzed customer needs to recommend potential products or services
- Maintained and managed customer files and databases
- Employed comprehensive benchmarks to establish and monitor customer service standards

**FLORA HOTEL APARTMENTS DUBAI - Front Office Assistant/
customer care**

04/2015 - 06/2017

- Greeting all guests and assisting them with check-in and check-out
- Maintaining a positive attitude and friendly demeanor
- Responding to all guest questions and requests
- Answering and forwarding phone calls
- Managing guest bookings and reservations
- Keep a tidy and orderly workspace
- Completing basic cashier and bookkeeping responsibilities.

VENUS MEALS LIMITED - CASHIER/ ACCOUNTANT

01/2014 - 02/2015

- Greeting and welcoming customers as they the restaurant
- Answering to inquiries
- Taking orders at the counter
- Receiving payments and presenting changes to customers
- Packing food items
- Making reservations for customers
- Assisting other restaurant staff as needed
- Depositing money to the bank
- Daily booking and posting of transactions.

ACCOMPLISHMENTS

- Diploma in Orthopaedic technology, 2010, 2013
- Advanced level certificate, 2007, 2008
- Buddo Secondary School, 2003, 2007

LANGUAGES

English

PERSONAL INFORMATION

- Gender: Female
- Visa Status: Under Notice Period
- Nationality: Ugandan

REFERENCES

Upon Request