

# **RESUME**

**VALLARY MASINDZA LUKAYA**

**vallariemasidza@gmail.com**

**Sharjah, Al Tawun, Al Mamzar**

**+971589983326**

## **PERSONAL PROFILE**

Enthusiastic, effective and passionate in providing positive learning experiences as well as building and maintaining effective behavior. I seek a position that's service related and utilizes extensive human communication while providing professional and personal development

I am accustomed to a challenging work environment where teamwork, deadlines and multitasking are a requirement.

## **OBJECTIVE**

Obtain a position in a customer centered organization that provides career progression opportunities and enables me to use my competencies and skills to foster a positive relationship between the customers and the organization.

## **OTHER COMPETENCE QUALIFICATIONS**

- Genuine zeal and passion for customer service.
- High level of attention to detail with ability to drive ideas into action.
- High integrity with ability to build and maintain relations.
- An accomplished performance - oriented customer service professional who is constantly rewarded for excellent planning and operational improvement.
- A strong relationship builder at all levels of targeted prospects.
- Adoptable, flexible and ready to learn.
- Working comfortably in all shifts including Night shift.
- Displays sensitivity, empathy and understanding of diverse groups of people.
- Acts quick to seize opportunities, identifying and capitalizing on trends.

## **WORK HISTORY**

## Customer service Representative/Cashier

Taif alzaina Beauty salon | March 2025-April 2025

### Reception responsibilities

- **Welcoming Clients** – Greet clients warmly, make them feel comfortable, and assist with check-ins.
- **Appointment Management** – Schedule, confirm, and reschedule appointments using booking software.
- **Customer Assistance** – Provide information about services, promotions, and pricing.
- **Handling Inquiries & Complaints** – Answer phone calls, messages, and emails professionally; address customer concerns politely.
- **Maintaining Cleanliness** – Ensure the reception area is tidy and welcoming.

### Cashiering & Financial Duties

- **Processing Payments** – Handle cash, credit card, and digital payment transactions accurately.
- **Issuing Receipts & Invoices** – Provide receipts and record transactions properly.
- **Daily Cash Handling** – Balance cash register at the end of the day and prepare financial reports.
- **Managing Refunds & Discounts** – Process refunds, discounts, and loyalty rewards as per salon policy.

## Customer service representative/Receptionist

Connect Credit Limited | July 2019 - January 2025

- Ensured customer handling is compliant with regulatory requirements, company policies and customer procedures.
- Monitor and control office supplies.
- Record petty cash and basic cashiering duties
- Ensure proper documentation is availed for all credit application.
- Respond to customer inquiries and complaints through various channels - Email, phone, live chat etc.
- Identify customer needs and provide appropriate solutions.
- Resolve customer complaints in a timely and professional manner.
- Keep customers updated on product changes, upgrades, and special offers.
- Gather customer feedback and suggest improvements.
- Document customer interactions and details in the CRM system.
- Collaborate with other team members to ensure customer satisfaction.
- Monitor competitor activities and report to management.
- Develop Customer loyalty programs

- Management a team of technicians and their trips to customers.

### Notable achievements

- Forged strong working relationships with critical vendors to ensure seamless audits.
- Reduced all regulatory/operational risks by identifying and controlling deficiencies.
- Identified and addressed process gaps that lead to efficiency in customer experience.

### Credit analyst

**Connect Credit Limited | July 2019 - August 2023**

**Duties and responsibilities include:**

- Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans and submit them to credit analysts for verification, recommendation and Approval.
- Manage branch PAR and prepare reports to send to customers whose accounts are delinquent, and forward irreconcilable accounts for collector action.
- Market company products to individuals and firms, promote company services that may meet customers' needs.
- Analyze potential loan markets and develop referral networks in order to locate prospects for loans.
- Stay abreast of new types of loans and other financial services and products in order to better meet customers' needs.
- Schedule and coordinate work and activities of his/her team by getting them work together to ensure efficient running of the branch assigned.
- Guide, direct, and motivate subordinates by setting performance standards and monitoring performance, setting specific goals and plans to prioritize, organize and accomplish work.
- Coach and Develop Others by identifying the developmental needs of others, mentoring, or otherwise helping others to improve their knowledge or skills.
- Liaise with sales officers to develop objectives and strategies by establishing long-range objectives and specifying the strategies and actions to achieve them.

### Talent Acquisition officer

**Bridge international | January 2018 - May 2019**

**Main duties and responsibilities include:**

- Recruit new staff
- Ensure the new staff undergo the necessary training on time.
- Provide any additional information information to the staff.

- Provide input to ensure that teams consist of diverse, qualified individuals.
- Ensure that staffing needs are being met with a long-term strategy in mind.
- Create and implement end -to-end hiring process to ensure a positive experience for candidates.
- Form close relationships with hiring managers to ensure clear expectations for candidates and interviewers.

## ACADEMIC QUALIFICATIONS

TEFL Certificate -TEFL Professional institute |Teacher Record

Computer Packages -**Georgeal Compuer college - Nairobi**

**K. C.S.E Certificate -St Benard secondary school - Nairobi**

## EXTRA CURRICULAR ACTIVITIES

Chair lady debating club: St Bernard High School

## LANGUAGES

Swahili: fluent (Written and spoken)

English: Fluent (written and spoken)

## PERSONAL SKILLS

- Excellent communication skills and self-motivated
- Team player, honest and work on own initiative
- Good customer service skills
- Committed and very fast learner
- Good time management

## HOBBIES

Traveling

Swimming

Reading novels