



# Kemihingo Immaculate

## CUSTOMER SERVICE



0554361426



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Al Quoz, Dubai UAE

## PERSONAL DETAILS

Marital status  
Married

Nationality  
Ugandan

Visa status  
Visit Visa

## SKILLS

Exceptional interpersonal and communication abilities.

Ambitious and highly motivated to meet the demands of the job.

Attention to detail, critical thinking, decision making.

Organized service agent, comfortable multitasking, and familiar with administrative tasks

Experienced handling money responsibly and accurately

Expert at learning about new products and delivering information to customers in a way that is honest, educational, and helpful.

Time management

## LANGUAGES

English

## ABOUT ME

Caring and professional guest service agent with excellent communication skills, interpersonal and professional, able to build strong relationships with customers. Organized and familiar with administrative duties. Extensive experience working with other work staff and collaborating to create the best possible experience for guests.

## WORK EXPERIENCE

### CASHIER

TRANSGUARD GROUP (Expo 2020) /Dubai/ 2021 - 2022

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Following all event procedures regarding coupons, gift card.
- Maintaining a clean workspace.

### RECEPTIONIST /CONSIERGE

DUSSMAN GULF/Dubai/ 2019 - 2021

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Answer calls, send additional services, and redirect incoming calls for guests.
- Informs visitors by answering or referring inquiries.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

## EDUCATION

### YWCA Institute Uganda / Kampala / 2008

- Diploma in Hotel Management & Catering

### Nakawa Vocational Institute Uganda / Kampala / 2010

- Diploma in Business Management

