

Winnie Nansereko

Customer service with UAE experience

D.O.B: 11-April-1996

Nationality: Ugandan

Location: Dubai, United Arab Emirates

Visa status: visit visa

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PERSONAL STATEMENT

Winnie is a polite, well-spoken and hardworking hostess. She possesses strong interpersonal skills and is a good team player capable of working under minimum supervision. Her motivation stems from her ability to work well with others, in-depth customer service skills and an attention to detail aptitude.

OBJECTIVE

Keen to find a challenging position within a progressive organization that allows me to apply the customer service experience I have accumulated over the years.

PROFESSIONAL EXPERIENCE

Cashier/Waitress, Americana Kuwait Food Co. (KFC), United Arab Emirates (Oct 2018 – Oct 2020)

Role Details

Handling cashier and customer service activities which included:

- Operating the cash register and receiving customer payments.
- Providing world class customer service to clientele in the restaurant.
- Issuing receipts, refunds, change or tickets
- Maintaining a clean and tidy checkout area
- Collecting payments
- Greeting and welcoming customers when entering the establishment

Key Achievements

- Reduced the number of order errors by maintaining clear channels of communication between the back and front areas of the restaurant operation.
- Resolved customer complaints timeously

Sales Assistant, Arapapa Fashion House. Uganda, (2014 -2015)

Role Details

Sales and Customer service towards customers was my major role, primary duties included:

- Welcome customers to the shop with a smile.
- Assisting customers with apparel sizes to find their perfect fittings.
- Explaining to customers about the products benefits in order to buy them.
- Direct customers to the fitting room and check fitting rooms every after thirty minutes.
- Doing replenishment every time like pricing, steaming, refilling what's sold in all sections.
- Sold store items to maintain KPIs and achieve given target

Key Achievements

- Acquired competences in customer service management

Hostess/Waitress, Hotel Africana, Uganda (2015 - 2016)

Role Details

- Receive food & drink orders & serve customer requests to the standards required.
- Serving dishes to customers at tables
- Ensure timely delivery of all food & beverage items to customers
- Passing food orders through to the kitchen staff promptly

Key Achievements

- Acquired experience in restaurant services i.e. multinational cuisine

EDUCATION

Mombasa Aviation training institute, Uganda

Certificate in completion, May 2017

- Ms publisher
- Ms access
- Windows 7
- Microsoft word
- Microsoft Excel
- Intro to PC

Kibibi High School - UCE, Uganda

High school graduate

LANGUAGES

Swahili – Native

English – Full professional Proficiency

REFERENCES

(Available on request)