



CURRICULUM VITAE

CUSTOMER SERVICE

PHIONAH NINSIIMA

ABOUT

Committed and fully devoted to serve the company with love, compassion, care and respect. With my extensive working experience gained from multi-cultural and diverse working environment to fulfill the company's vision and mission to obtain any position that values employees with honesty, integrity and help clients.

CONTACT



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EDUCATION

Diploma in Accounting and Sales
Kyambogo University
Uganda, Kampala

Uganda Advanced certificate
Mbarara S S
Uganda, Kampala

PERSONAL QUALITIES

- ✦ Politeness, helpful and approachable manners
- ✦ Proactive, responsible, team player, & result oriented.
- ✦ Enjoying outdoor and indoor recreation activity and being around children.
- ✦ Ability to adapt to situational changes.
- ✦ Self-motivated and able to demonstrate initiative.
- ✦ Knowledge of all healthy and Safety measure standards.
- ✦ Fun, energetic and really good in entertaining.
- ✦ Customer focused understanding true meaning of customer services.
- ✦ Positive attitude\image collaborative and flexible.

PROFESSIONAL EXPERIENCE

May 13 2018
Dec 08 2020

Waitress/Cashier - Yas Water World, Abu Dhabi

- ❖ Welcome customers and help determine their orders.
- ❖ Process customer orders and record them in the restaurant database.
- ❖ Relay customers' orders to the kitchen staff.
- ❖ Ensure all orders are delivered to the customers in a timely manner.
- ❖ Accept cash and return the correct change.
- ❖ Tally money in the cash drawer at the beginning and end of each work shift.
- ❖ Place food orders in the appropriate bags and boxes.
- ❖ Respond to customer inquiries, issue receipts, and record customer suggestions
- ❖ To deal with guest complaints courteously, efficiently and according to company policy and to apply guest recovery solutions.
- ❖ To service tables in the restaurant area ensuring a clean and presentable environment for our guests.
- ❖ To be fully aware and knowledgeable of all products sold in F&B Outlets in order to promote, suggest and up-sell products to our guests according to standard operating procedures.

Aug 16 2016
April 05 2018

CASHIER/Barista - *DunkinDonuts, Abu Dhabi*

- ❖ Assisted in training new members of staff
- ❖ Cold-called customers to up-sell services
- ❖ Assisted customers with finding suitable products and checked availability in ERP System
- ❖ Provided excellent customer service at all times
- ❖ Take food and beverage order communicate to the kitchen through POS system.
- ❖ Deliver orders to the table in a timely manner.
- ❖ Set up food stations and tables as directed.

Feb 11 2014
July 08 2016

Customer Service, *Freedom city shopping Mall -Uganda*

- ❖ Manage large amounts of incoming phone calls.
- ❖ Identify and assess customers' needs to achieve satisfaction
- ❖ Build sustainable relationships and trust with customer accounts through open and interactive communication.
- ❖ Generate sales leads.
- ❖ Provide accurate, valid and complete information by using the right methods/tools
- ❖ Meet personal/customer service team sales targets and call handling quotas
- ❖ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- ❖ Keep records of customer interactions, process customer accounts and file documents
- ❖ Follow communication procedures, guidelines and policies

SKILLS

- ✚ Attention to Detail.
- ✚ Active Listening Skills.
- ✚ Improving Customer Experience.
- ✚ Building Customer Loyalty.

- ✚ Bilingual Customer Support.
- ✚ Time Management.
- ✚ Interpersonal Skills.
- ✚ Complaint Resolution.
- ✚ Communication.

- ✚ Patience.
- ✚ Problem Solving.
- ✚ Organizational Skills.
- ✚ Critical Thinking Skills.
- ✚ Microsoft Office Skills.
- ✚ Product Knowledge.

PERSONAL INFORMATION:

Birth Date	:	November 11, 1994
Birth Place	:	Uganda
Status	:	Single
Age	:	26 years
Visa Status	:	Visit Visa

REFERENCES

MADAM SIHAM

OUTLET MANAGER
YAS WATERWORLD ABU DHABI, UAE
+971503574049