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Dubai 

# PERPETUA MWANDIWATA

Customer service agent

## SKILLS

COMMUNICATION SKILLS, POSITIVE  
ATTITUDE, SAFETY PROCEDURES

## SUMMARY

I am a very fast learner and I pay attention to details. I have great experience in ride And attractions operator and guest service interacting with guest and giving them an amazing experience as well as dealing with difficult guest complaints. At the end of the day handling all reasonable requests making sure that all their needs are met. I can work under pressure and still achieve the desired results. I have good communications skills as well as listening skills.

## WORK EXPERIENCE

November, 2021 -  
Present,

### CUSTOMER SERVICE AGENT

Expo 2020

Manage transactions with customers using cash registers  
Scan goods and ensure pricing is accurate  
Collect payments whether in cash or credit  
Issue receipts, refunds, change or tickets  
Redeem stamps and coupons  
Cross-sell products and introduce new ones  
Resolve customer complaints, guide them and provide relevant information  
Greet customers when entering or leaving the store  
Maintain clean and tidy checkout areas

*Expo 2020 Dubai*

September, 2013 -  
June, 2021

### RIDE OPERATOR

Ferrari-world Abu Dhabi

I am in charge of rides operations and interacting with guests and children assisting them on getting on and off the rides in a safe manner and the climbing areas. Helping children drive the F1 cars and making sure that seat belts are worn at all times. Answer guest questions and giving directions and assistance when required. I am able to lead guests out of the building during emergencies like fire following our fire evacuation safety drills.

*Abu Dhabi*

## EDUCATION

July, 1999 -  
February, 2005

### COMPUTER LITERATE

QUEEN ELIZABETH SCHOOL

High school certificate

*Zimbabwe*

*good grade*

## TRAINING & CERTIFICATIONS

2020

CROSS TRAINING AS A CO-ORDINATOR OPERATIONS  
DEPARTMENT  
Ferrari World

## AWARDS & HONORS

2016

### COLLEAGUE OF THE MONTHS

Colleagues of the month in operation department

## DECLARATION

I do hereby declare that the above mentioned statements are true to the best of my knowledge and belief.

Place: Dubai

Yours Faithfully,

## CAREER HIGHLIGHT

Been respectful, punctual and dedicated to my work. I gain much indebt about work operation and was very supportive to my colleagues at work. due to my generous help in my department, I was voted Operator of the year. I made all ways and means so that me and my team will be on top. Further to that, I press on regardless and contributed for the success of Winter fest at Ferrari world Abu Dhabi. That earn me to be awarded certificates of recognition 2018.