

ABDURAZAK MOHAMMAD KINTU

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Union coop ID: 910419



OBJECTIVE

Enthusiastic personnel with 5 years background of customer service and knowledge of resolving customer problems. Works to increase success through effective work strategies and customer service.

SUMMARY OF QULALIFICATION

- Planning and organizing
- Self-management
- Adaptability
- Communication
- Problem Solving
- Team building

EXPERIENCE

Union Coop

CCTV Operator | August 2020 – Present | Dubai

- Checked designs for potential risks and non-conformance issues with health and safety regulations.
- Detected fire hazards and outlined detailed to mitigate risk of fire.
- Assigned tasks to security guards for a smooth shift progress throughout the shift and wrote report regarding daily activities.
- Managed large amounts of incoming calls in an efficient and timely manner.
- Identified need for maintenance and repair work, scheduling as necessary.
- Observed activities via surveillance cameras.

Park Hyatt Dubai

CCTV Operator | Sept 2018 – March 2020 | Dubai

1. Observed activities via surveillance cameras.
2. Assisted guests/customers with Lost & found inquiries and any other inquiry concerning the branch/hotel.
3. Trained new recruit about the procedures and rules of the hotel.
4. Assisted telephone operator with incoming calls from guests for smooth operation as team work strategy.

Woolworths

Sales Associate | Nov 2014 – March 2017 | Kampala, Uganda

1. Assisted customers with product selection and sales, recommending items to increase transaction value.
2. Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
3. Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference

EDUCATION

Bachelor of Information Technology | (2017)

LANGUAGES

- English
- Swahili

AWARDS AND ACKNOWLEDGEMENTS

1. CCTV license | SIRA
2. Automatic driving license |
3. Customer Service by | Hyatt hotels