

LIVINGSTONE MMANI WANYONYI

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Objective

Creative customer service representative passionate about serving customers. I thrive in learning new things both challenging and fast paced environment. Am adept at assessing and providing a personalized customer service experience to clients to ensure optimum satisfaction and ready to develop my skills further.

Experience

Housekeeping Attendant

March 2023 - Current

First Security Group

Trained 2 new housekeepers on the cleaning procedure, machine operation, incident reporting.

Received and transferred luggages and laundry to and from rooms, vehicle and store room.

Supplied passengers and visitors with direction and other travel information such as available services and points of interest.

Customer service Supervisor

July 2021 - February 2023

Kipevu Restaurant Ltd

Trained 4 new Cashiers on service protocol, POS usage and company policy boosting team performance and reliability.

Upsold Kipevu daily Specials to 27% of new customers and neighboring offices contributing to increased daily sales.

Tender Proposal Development - I led the content development of Request for proposal (R. F. P) for catering services in collaboration with senior management tendering for 4 successful bids.

Increased customer engagement- Reworked existing processes to improve customer retention by 12% and customer satisfaction by 47%, through proactive follow-ups using the intercom chat platform.

Cashier

Sep 2020 - June 2021

Kipevu Restaurant Ltd

I maintained superior knowledge of Kipevu Restaurant products to deliver accurate information on enquiries

Balanced out daily sales at the end of the shift before shift hand over

Training - Engaged and trained 2 new cashiers on the POS system, service delivery, stock taking and company rules boosting team performance

Worked with customer service desk to handle daily enquiries and complaints maintaining a high standard service.

Improved customer satisfaction by providing information about promotions and bagging assistance.

Identified unattended customers to help waiters and waitresses during rush hours as I monitor sales and accurate cash management.

Cashier

December 2018 - May 2019

Subiri supermarket

Efficiently scanned and bagged items, reducing checkout time per customer's order and accurately billing.

Cash-handling - Ensure accurate balancing of daily sales on average \$4,000 or more.

Received "Employee of the month" 2 times within the 6 months

Improved customer service by monitoring inventory at the front of the counter and helping customers find store items easily

Maintained a clean and orderly check out and surrounding areas

Education			
Course / Degree	School / University	Grade / Score	Year
Bachelor's of Commerce	Kabarak University	65.23	2021
High school certificate	Masaba friends secondary		2016

Skills
FUNCTIONAL SKILLS : Excellent communication, Time management, problem solving, Detail-oriented, Collaboration, phone etiquette, organized, Friendly and patient; TECHNICAL SKILLS : Point-of-sale (POS) system, Microsoft office, data entry and analys, CRM system and email management.

Reference
Qutbuddin Khan - KEOLIS MHI Senior soft services supervisor Qutbuddin.khan@keolismhi.ae +971554701070