



# Fatuma Gwokyalya

Satwa Dubai, UAE Visa Status: Visit  
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## Objective

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Sales and customer service professional with 4+ years experience in warmly welcoming and interacting with customers identifying their requirements, attentively listening to them, serving them in a friendly manner and exceeding their expectations.

## Skills

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- Customer Relationship Management
- Sales and Persuasive Language
- Presentation Skills
- Effective Communication
- Attention to Details
- Organized and Punctual

## Experience

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- **Gift Store, Dubai UAE** 2022 - 2024  
Sales Coordinator
  - Maximizing sales and beating daily, weekly and monthly sales targets.
  - Happily welcoming, greeting and assisting walkin and online customers.
  - Assessing customer profiles and requirements hence offering suitable products and services to fulfill their demands.
  - Profiling products and services to prospective customers describing pros and cons of each item.
  - Processing cash and card payments for customers ensuring correct figures and change.
  - Processing accurate customer invoices, receipts and delivery notes for items purchased.
  - Attractively arranging products in stores for maximum visibility.
  - Attentively listening to customers, understanding their needs, expectations and solving their inquiries and complaints.
- **Starbucks By Alshaya, Fujairah UAE** 2019 - 2022  
Customer Service Expert
  - Happily welcoming, greeting and creating memorable guest experiences.
  - Anticipating guest requirements, serving them professionally and exceeding their expectations.
  - Attentively listening to guests, identifying their requirements and solving them promptly.
  - Taking guest orders, repeating them and processing them accurately.
  - Serving guest orders as required.
  - Processing guest card and cash payments accurately.
  - Thanking guests for choosing us and requesting them to come again and review us on socials.

## Education

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- Diploma In Public Relations 2018