

CONTACT



NYUYDZE USENA

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OBJECTIVE

Seeking a Restaurant cashier /Waitress /Dispatcher position with an outstanding career opportunity that will offer a rewarding work environment along with a winning team that will fully utilize management skills.

EXPERIENCE

2024 - 2025

- **WAITRESS/ DISPATCHER**
DARWISH CAFE MIRDIF - Dubai
 - Taking customer food orders, enters order information in to the point of sale terminal and accurately process payment.
 - Provide outstanding hospitality and service to all guest.
 - Delivered food orders from kitchen to customers table rapidly and accurately.
 - Communicating food orders to the chef paying attention to priority like food allergies.
 - Accepting online orders from noon, talabat, delivery etc.
 - Work together with drivers, dispatchers and management to creat the most effective delivery routes and delivery schedule to maximize driver efficiency.
 - Assembles and delivers all food and beverages orders for delivery center to the drivers and or functions to their schedule location.

2021 - 2023

- **DISPATCHER**
CHICKEN KITCHEN - Abu Dhabi
 - Effectively managed the daily dispatching of 40+ drivers across three shifts.
 - Maintained accurate records of driver availability and route progress.
 - Developed and implemented new protocols to streamline dispatching procedures.
 - Communicated directly with drivers to provide instructions and updates.
 - Investigated and resolved customers complaints related to dispatching issues.
 - Monitored driver performance and provided timely feedback.

2019 - 2020

- **CASHIER / DISPATCHER**
FREEMAN HYPER SUPERMARKET - CAMEROON
 - Responsible for providing our customers with warm and friendly environment and the highest level of customer service.
 - Assisted in merchandising, such as stocking, pricing, keeping the store neat, clean, and organized.
 - Maintained orderly appearance of check out area.
 - Communicated customer concerns and request to the management.
 - Properly verified age of any customer buying restricted products.
 - Verified cash balances at the beginning and end of each shift.

EDUCATION

- **HIGH SCHOOL DIPLOMA**

SKILLS

- - Excellent communication both oral and written. - Cash handling - Telephone etiquette - Customer service - Pos systems - Microsoft office suite - Time

management - Knowledge of foreign currency exchange rates - Team work -
Dispatching experts

LANGUAGES

- - ENGLISH AND BASIC FRENCH