



Sapana Kami

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Dubai UAE 00000

SUMMARY

Dedicated professional with a strong foundation in customer service and childcare, demonstrating exceptional communication skills and a commitment to integrity and honesty. Adept at maintaining confidentiality and upholding personal grooming standards, while showcasing flexibility in tasks and schedule. Aiming to leverage these competencies towards fostering positive client relationships and enhancing service delivery.

SKILLS

- Hardworking
- Flexibility in tasks
- Integrity and honesty
- Customer Service
- Confidentiality understanding
- Exceptional communication
- Flexibility in schedule
- Childcare experience
- Personal grooming standards

FOOTBALL PLAYER

I am an enthusiastic, self-motivated, reliable, responsible and hardworking person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

EXPERIENCE

02/2024 - Current

Housekeeper

JUSTLIFE HOME SERVICE | Dubai, UAE

- Cleaned rooms to satisfaction of clients and management.
- Managed daily cleaning, dusting, and vacuuming of assigned rooms to maintain high standards of hygiene.
- Kept floors spotless using Hoovers, mops and brushes for deep cleaning.
- Prepared room and linen changes prior to arrival of house guests.
- Arranged room setups and linen replacements for arriving guests

07/2022 - 10/2023

Retail sales girl

CITY MART | Illam, Nepal

- Helped guests obtain specialised support for product, service and payment issues.
- Built and maintained positive relationships with customers, fostering loyalty and encouraging repeat business.
- Assessed customer product budget and requirements through consultations.
- Collaborated with team to ensure tidy and safe retail environment

03/2019 - 05/2021

Waitress/Hostess

MOKSHYA CAFE AND THAKALI | Birthamode, Nepal

- Kept dining area tidy, clearing tables and resetting them for new guests in a timely manner.
- Delivered meals and beverages promptly, ensuring orders were correct and met customer satisfaction.
- Delivered friendly and fast service to process high-volume food and drink orders at peak times.
- Delivered exceptional customer service with genuine and positive energy
- Delivered outstanding customer service with enthusiasm and positivity

EDUCATION

01/2021 - 12/2023

SHREE AADARSHA SECONDARY SCHOOL | Illam, Nepal

Certificate of Higher Education: Law

LANGUAGES

English: C1

Advanced

Hindi: C1

Advanced

Nepali: C2

Proficient