
OBJECTIVE

Energetic and empathetic professional seeking a role in customer support to help improve service delivery and customer loyalty through proactive solutions and quality interactions.

EXPERIENCE

2024 - Up-to-date

- **WAREHOUSE ASSOCIATE**

NOON MINUTES ABU DHABI

Accurately pick items from inventory based on customer orders or store needs, ensuring that the right products are selected and packed.

Check products for quality and condition before they are packaged for shipment or placed on store shelves.

Assist with the display and organization of merchandise to enhance the store's visual appeal and maximize sales.

Restock shelves and displays with new or replenished merchandise, ensuring all products are properly labeled and priced.

Maintain an organized stockroom and warehouse, ensuring easy access to items and reducing retrieval time for orders.

Perform regular inventory checks to verify stock levels and report discrepancies or shortages to management.

Work with store managers and supervisors to execute visual merchandising plans and seasonal displays.

Assist in the unloading and sorting of merchandise deliveries, ensuring all items are properly received and stored.

Rotate stock to ensure the oldest products are placed in the most visible spots, adhering to inventory control procedures.

Provide product recommendations to customers based on their needs and store inventory.

Ensure compliance with safety regulations when handling and storing products, maintaining a clean and safe working environment.

Use handheld scanners or inventory management software to track items picked, packed, or replenished.

2021 - 2024 June

- **CASHIER**

Abu dhabi cooperative society

. Customer Assistance and Sales

Greet customers as they approach the counter, offering assistance with their needs.

Provide detailed information about products or services, helping customers make informed purchasing decisions.

Recommend products or upsell additional items to increase sales.

Answer customer inquiries about product features, pricing, availability, and promotions.

Assist customers in selecting products based on their needs and preferences.

2. Sales Transactions

Process customer orders, ensuring accurate and timely completion of sales transactions.

Handle various payment methods, including cash, credit/debit cards, and digital payments.

Issue receipts and process returns or exchanges according to company policy.

Maintain an accurate cash register, ensuring all sales transactions are properly recorded.

3. Product Knowledge

Stay updated on the latest product offerings, promotions, and features to effectively assist customers.

Help customers find specific items by providing guidance or directions within the store.

Ensure product availability and assist with restocking and inventory management as necessary.

4. Store Organization and Presentation

Keep the counter area neat, clean, and well-organized to provide a professional and welcoming environment.

Arrange and display products attractively, ensuring they are easy to access and visually appealing.

Ensure that all promotional materials, such as flyers or signs, are up-to-date and properly displayed.

5. Customer Service

Handle customer complaints or concerns in a professional and calm manner, ensuring issues are resolved to customer satisfaction.

Provide a high level of service to create a positive customer experience, encouraging repeat business.

Maintain a friendly and approachable demeanor at all times.

6. Inventory Management

Assist with inventory counts, ensuring products are properly stocked and displays are replenished as needed.

Report low stock levels and help organize stock in the backroom or storage area.

Ensure all products are properly labeled with pricing and promotional tags.

7. Cash Handling and Financial Accuracy

Ensure accurate cash handling, making change when necessary, and following company procedures for balancing the cash drawer.

Follow all financial protocols and procedures to maintain accurate financial records for sales transactions.

8. Team Collaboration

Work with team members to meet sales targets and maintain smooth store operations.

Assist other employees with tasks, such as stocking shelves or preparing items for display.

Share product knowledge and sales techniques with colleagues to improve team performance.

9. Administrative and Reporting Tasks

Maintain records of sales transactions, customer inquiries, and any complaints or returns.

Assist with daily or weekly sales reports and track performance against

2016 - 2018

• **CUSTOMER SERVICE AGENT**

ENTEBBE HANDLING SERVICES LTD UGANDA

1. Answering Inquiries: Responding to customer questions via phone, email, chat, or in-person.
2. Resolving Complaints: Handling customer complaints and finding appropriate solutions efficiently.
3. Providing Product/Service Information: Explaining features, uses, and benefits of products or services.
4. Processing Orders & Returns: Assisting with placing, tracking, modifying, or canceling orders and handling returns or exchanges.
5. Updating Customer Records: Maintaining accurate customer account information in the system.
6. Following Up: Ensuring customer issues are fully resolved by following up when necessary.
7. Collecting Feedback: Gathering customer feedback and reporting recurring issues to improve services.
8. Maintaining Knowledge: Staying informed about company policies, products, and promotions.
9. Escalating Issues: Referring complex issues to supervisors or specialized departments when needed.
10. Meeting KPIs: Hitting performance targets like response time, resolution rate, and customer satisfaction scores.

EDUCATION

• **NAMASUBA COLLEGE OF COMMERCE**

BACHELOR'S / CUSTOMER SERVICE MANAGEMENT

• **STRONG POINT EDUCATION AND TRAINING INSTITUTE**

CERTIFIED NURSING ASSISTANT

• **STRONG POINT EDUCATION AND TRAINING INSTITUTE**

SKILLS

- Customer Support
- Problem Resolution
- Cross-cultural Communication
- Conflict Management
- Cash handling
- Physical fitness

LANGUAGES

- English (Fluent) Arabic (Intermediate)