

# DANLORD AMAKU

## CUSTOMER SERVICE REPRESENTATIVE

+971 526 210 690

@ amakudanlord@gmail.com

Dubai, UAE



## EXPERIENCE

### Merchandiser

#### Metro Deluxe

08/2022 - 01/2023 Dubai, UAE

#### Merchandiser

- Delivers items to customers by verifying orders.
- Arranges transportation.
- Organizes item order by editing for price, promotions, and weight compliance.
- Arranges shipments by checking stock to determine inventory levels, anticipating delivery requirements, and placing/expediting orders.
- Verifies items shipped by matching bills of lading, reconciling quantities, and noting discrepancies.
- Protects the organization's reputation by keeping pricing, promotion, purchase order, and credit-limit information confidential.
- Inventories stock.
- Keeps customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.

### Front Officer

#### The Living Adventure Managed by Accor

Doha, Qatar

#### Front Officer at Qatar Global Sports Events 2022

- Handling communication with clients via phone, mail and in person.
- Welcoming visitors, clients, and employees as they arrive at the office. This includes providing a friendly and professional first point of contact and directing them to the appropriate person or department.
- Managing incoming calls, screening and transferring calls to the appropriate person or department, or taking messages when necessary. Providing information to callers and addressing inquiries or concerns in a courteous manner.
- Accepting and signing for packages and deliveries, notifying recipients of their arrival, and ensuring they are properly stored or forwarded as needed.
- Managing appointment schedules for meetings, conferences, and appointments. This may involve coordinating with staff members, updating calendars, and sending reminders.
- Sorting and distributing incoming mail and packages to the appropriate recipients. Processing outgoing mail and packages, including preparing postage and arranging for courier services when necessary.
- Keeping the reception area clean, organized, and presentable at all times. This includes ensuring that reading materials, brochures, and promotional materials are stocked and displayed neatly.
- Providing administrative support to various departments as needed. This may include data entry, filing, photocopying, and other clerical tasks to assist with day-to-day operations.

## SUMMARY

Hardworking, highly motivated, energetic and detail-oriented with more than 4 years of experience in fast-paced environments specializing in Customer Service. Passionate about identifying customer needs, driving sales, and improving the customer journey and experience. Proficient in quickly learning new tasks and developing positive relationships with customers to ensure business growth, aiming to join a progressive organization to utilize my unique skills.

## STRENGTHS



### Computer technician and visual editor

Superior proficiency in using MS Office and Computer Applications.



### Career Goal

To provide services diligently to my organization for organizations goal accomplishment.



### Communication Skills

Highly skilled in intra and interpersonal communication.

## SKILLS

Cashier

ms office

## EDUCATION

Faculty of Information Technology

Makerere University

Kampala, Uganda

## EXPERIENCE

---

### Cashier/ Sales person

#### Glenergy

📅 02/2023 - 09/2023    📍 Dubai, UAE

Cashier/ Sales person

- Ringing up purchases, scanning items, and processing payments from customers. Cashiers handle cash, credit/debit cards, checks, and sometimes mobile payments or gift cards. They must ensure accuracy in calculating totals and giving correct change.
- Welcoming customers as they approach the checkout counter, offering assistance, and providing a positive and friendly shopping experience. Cashiers may also answer questions about products, promotions, or store policies.
- Using computerized POS systems to input product codes, process transactions, and generate receipts. Cashiers may also handle returns, exchanges, and voids within the POS system according to store policies.
- Balancing cash drawers at the beginning and end of shifts to ensure accurate accounting of transactions. This involves counting cash, coins, and any other forms of payment received, and reconciling totals with transaction records.
- Safely handling cash, checks, and other forms of payment, following established procedures for security and accuracy. Cashiers may also be responsible for depositing cash in secure drop safes or preparing bank deposits.
- Applying discounts, coupons, or promotional offers to transactions as appropriate. Cashiers must verify the validity of discounts and ensure they are applied correctly according to store policies.
- Bagging or packaging purchases for customers, ensuring items are handled with care and packaged securely. Cashiers may also assist with loading heavy or bulky items into customers' vehicles if needed.

---

### System administrator

#### Handiman Service Ltd

📅 10/2020 - 08/2022    📍 Ariwara, Democratic Republic of Congo

System administrator

---

### Sales Manager

#### Speed Express Tours & Travels

📍 Abu Dhabi, UAE

Sales Manager