



## JAMES THUO WANGARI

### CONTACT INFO



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Residency : Dubai, UAE

Nationality : Kenyan

Visa Status : Visit Visa

### EDUCATION

**Certificate in Computer Proficiency (ICT)**

Petanns Computer College

**High School Diploma**

Saint Matthew Secondary School

**Primary School Education**

Saint Patrick Primary School

### SKILLS

- Excellent verbal and written communications and presentation skills
- Excellent communication skills and good command of English language
- Ability to work under pressure without supervision
- Ability to work in a multicultural environment
- Ability to lead, motivate and manage basic tasks.
- Ability to recognize problems and problem-solve
- Ability to set goals and convert plans into action
- Tech-savvy: I am proficient in Microsoft Office tools, including Excel, Word, and PowerPoint, ensuring that I can keep up with the demands of today's fast-paced work environment.

### LANGUAGES

- English
- Swahili
- Basic Arabic

### REFERENCE

Will be provided upon request

### PROFILE

A Motivated Customer Service Representative with 6 years of experience addressing customer requests and concerns. Expert at roving relevant information and options to successfully resolve issues. Upbeat and energetic handling difficult situations through resourcefulness and adaptability. Committed and energetic with passion for creative marketing. Keeps up to date with and monitors market trends and new technologies to identify marketing opportunities. Seeks chance to gain hands on experience in developing and executing marketing strategies in digital marketing.

### EXPERIENCE

#### GUEST SERVICE ASSOCIATE

##### EMAAR MALLS, DUBAI MALL (DUBAI, U.A.E)

2020 – OCT 2023

#### DUTIES

1. Welcoming and greet customers in the mall with a great smile and determine their needs.
2. Provide clear directions for all guests travelling in and out of the mall. Respond to all guests needs and requests, utilizing proper communication skills within resources and other departments when appropriate.
3. Discussing all important details to management and colleagues regarding internal ad external events , resources and possible challenges.
4. Providing detailed information about tourist attractions, events, festivals and promotions.
5. Provide all information pertaining to the mall services, promotions and facilities.
6. Assists guests in the recommendations and booking of restaurants, bar, clubs and other entertainment/ leisure activities as requested.
7. Arrange uber, limousine or Careem transportation requests.

#### SALESMAN

##### PLUS POINT SUPERMARKET (DUBAI SILICON OASIS)

2018 – 2020

1. Worked as a cashier for those two years I worked there
2. Help with the receiving and distributing of new and old items
3. Prepared and analyzed item inventory reports to review with management monthly.
4. Worked together with others to ensure we achieve our targeted goal at the end of every month.
5. I also help with directing the customers on collective shelves
6. Help with delivering items to the customers apartment.
7. I also help with opening the counter in the morning and closing at night.
8. Provided a suitable environment for everyone to be able to work
9. Help with arranging items in their respective shelves and removing the expired items.
10. Kept the shelves and the supermarket clean all the time, health department regulations.

#### WAITER

##### HABESHA RESTAURANT (KENYA)

2016 – 2017

1. Greet and escort customers to their tables
2. Providing excellent wait services to ensure satisfaction
3. Taking customers' orders and delivering foods and beverages
4. Making menu recommendations, answering questions and sharing additional information with restaurant patrons
5. Check dishes and kitchenware for cleanliness and presentation and report any problems.
6. Arrange table settings and maintain a tidy dining area
7. Deliver checks and collect bill payments.
8. Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (eg parties)