



JOAN WANYANA

CASHIER

+971545138163 @ joanbbc99@gmail.com DUBAI OWN VISA

EDUCATION

**Bachelors Of Business
Computing and information
systems**

NDEJJE UNIVERSITY, UGANDA

2016 - 2018

SKILLS

Communication • Problem Solving •

Product Knowledge

LANGUAGES

English

Advanced



SUMMARY

Dynamic professional with a strong background in customer service and sales, eager to contribute to a fast-paced retail environment. Proven ability to manage transactions, enhance customer experiences, and drive sales through effective communication and teamwork. Passionate about fostering positive relationships while ensuring operational efficiency. Committed to maintaining high standards of service and contributing positively to team goals in a values-driven workplace.

EXPERIENCE

Ukey ukey outlet, FINANCIAL CENTRE

01/2022 - 2024

Cashier

DUBAI

- Managed transactions with customers using the point-of-sales system.
- Scanned products and ensure accurate pricing.
- Took cash, credit and debit payments. Issue receipts, refunds, change or tickets.
- Redeemed stamps and coupons.
- Resolved customer complaints and concerns.
- Reconciled cash drawers and sales receipts
- Reported issues with equipment
- Worked with the team to meet store sales goals
- Maintained clean and tidy checkout and merchandise areas
- Assisted in stocking and rotating merchandise

Sales Associates/Customer care cum cashier

05/2019 - 08/2022

Samsung Electronics

ABU DHABI

- Greeted and assisted customers, enhancing shopping experience.
- Increased sales by identifying market opportunities and effectively cross-selling products.
- Ensured timely customer deliveries and handled returns, improving service efficiency.
- Developed strategies to boost sales through performance analysis and marketing initiatives.
- Maintained comprehensive product knowledge to provide expert customer support.
- Collaborated with team members to ensure exceptional customer service.
- Adhered to inventory control procedures, ensuring product availability and compliance.
- Suggested improvements to sales techniques and strategies.

Sales Executive

03/2018 - 04/2019

Katumwa sports centre (u)

Kampala, Uganda

- Oversaw operational requirements, including scheduling and assigning employees, to ensure work efficiency.
- Recruited, selected, and trained store staff, enhancing team performance through continuous coaching and performance appraisals.
- Prepared annual budget, controlled expenditures, and implemented corrective actions to achieve financial objectives.
- Identified customer needs by establishing strong relationships, ensuring high service standards.
- Implemented marketing strategies and analyzed financial statements to optimize sales and store reputation.
- Ensured a safe, clean environment and legal compliance, contributing to a positive store reputation and team effort.

DECLARATION

I hereby declare that all the above- Mentioned details are true and correct to the best of my knowledge& belief