



# Juma Saidi Asante

Sales Associate / Customer Relations

## PERSONAL DETAILS

Mobile: +971 563970182

eMail: 24asante@gmail.com

Address: Deira, Dubai - UAE

Visa Status: Cancellation

Nationality: Tanzanian

Gender: Male

## LANGUAGES

English - Proficient (Advanced)

Arabic - Basic

## CORE SKILLS



Computer Skills



Problem Solving



Creative Thinking



Interpersonal Relationship



Customer Relations



Team Spirit & Leadership



Negotiation Skills



POS Systems

## PROFILE

A dynamic sales and customer service professional with over 5 years of experience in UAE market. Proven track record of exceeding sales targets and delivering exceptional customer experiences. Skilled in relationship building, negotiation, and problem-solving, with a strong commitment to achieving business goals through strategic planning and effective communication.

I will be very glad if given the chance to be part of the growth and expansion of your result-oriented team.

## WORK EXPERIENCE

### Amazon - UAE

#### Warehouse Associate

02/2024 – 12/2024

- Use RF scanning technology to document carton-level information, including condition, quantity, and location in warehouse
- Monitor systems to ensure that all orders are received
- Check inventory regularly
- Move inventory for delivery according to truck and stop number
- Unload products from freight truck and organize them within the warehouse
- Receiving, processing, labeling, and storing incoming stock.
- Maintaining clear records on all inventory and stock.
- Inspecting all stock for damages and keeping records of damages.
- Organizing the warehouse space.
- Preparing orders for shipment.
- Recording exact arrival and departure times for shipments.
- Operating stock management tools; for example, a forklift.
- Counting stock and keeping inventory records.

## TRAINING/CERTIFICATES

### Certification in Fire Warden,

Basic Fire Safety Training  
Level 1 (Fire Safety) & Level 2  
(Fire Marshall), High field Level 2

### International Award in Emergency First Aid at Work,

Level 2 NVQ

### Certificate in Rail Services (Passengers)

## EDUCATION

### Bachelors of Business Studies (BBS)

Attested

### High School Certificate

## OTHER SKILLS

- Upselling & cross selling
- Ability to multitask and work within a team
- Strong ability to handle the staff and work pressure
- Good analytical skills
- Fast learner
- Self motivated and driven by desire to achieve targets
- A strategic thinker and planner
- Agile and flexible in adopting to new environments

### Keolis .MHI Rail Operation LLC, Dubai Tram

#### Station Master / Customer Service

2021 - 2024

- Provide the highest standard of customer service to customers using all tools and facilities available.
- Attend to all customer queries and complaints in a timely and appropriate manner. Ensure that matters are handled tactfully and sensitively as appropriate and strictly following guidelines.
- Assist customers with ticket purchases and provide information on Metro and RTA Bus services
- Collaborate with other team members to ensure an excellent customer experience to all passengers
- Handling sales, processing cash and POS transactions Knowledge of ticket office Machine (Ticket dispenser, smart card reader, PC)
- Providing assistance to people of determination
- Monitoring station operational status and ensuring safety and comfort of passenger movement within the station.
- Assist in implementation of customer service policies & procedures
- Enforcing safety instructions and carrying out necessary procedures to ensure safety of the public and employees of rail way

### Serco Dubai Metro Rail Operation

2019 - 2021

#### Sales and Customer Service Agent

- Render all assistance to customers with special accessibility needs
- Carry out controlled emergency evacuation of passengers
- Assist and mitigate overcrowding on platforms to ensure that passenger flows are managed in an orderly manner
- Provide information on tickets, train services respond to inquiries;
- Distribute publicity materials and handle lost property
- Perform shift and emergency duties when required
- Selling of Nol cards, Tickets and passes

## DECLARATION

I **Juma Saidi Asante** declare that the above information is true and correct to the best of my knowledge and ability. I welcome the opportunity to discuss further this position and will be available to start work immediately.