

Juma Saidi Asante

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SUMMARY

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.

EXPERIENCE

Warehouse Associate

Amazon UAE

February 2024 - January 2025, Dubai, UAE

- Utilized RF scanning technology to track and update inventory records, ensuring 99% inventory accuracy.
- Processed and labeled incoming stock, handling an average of 500+ items daily.
- Inspected inventory for damages, maintaining a zero-error reporting rate in stock quality audits.
- Operated forklifts and warehouse machinery, moving over 10,000 kg of products weekly for storage and delivery.
- Prepared shipments, coordinating with logistics teams to achieve 100% on-time delivery performance.

Station Master / Customer Service

Keolis MHI Rail Operation LLC, Dubai Tram

January 2021 - January 2024, Dubai, UAE

- Managed daily station operations, assisting 500+ passengers daily with ticket purchases and travel inquiries.
- Resolved 95% of customer complaints on the first interaction, ensuring passenger satisfaction and compliance with safety regulations.
- Enforced safety procedures and monitored passenger flow, contributing to a 20% reduction in station incidents.
- Provided accessibility assistance to 20+ people of determination daily, ensuring smooth transit experiences.
- Conducted regular inspections, ensuring station equipment and ticketing systems operated with zero downtime.

Sales and Customer Service Agent

Serco Dubai Metro Rail Operation

February 2019 - December 2020, Dubai, UAE

- Handled a lot of cash in daily sales transactions, maintaining a 100% error-free record in cash and POS processing.
- Assisted 200+ customers daily, upselling products and services to increase sales by 15% quarterly.
- Resolved customer complaints within 24 hours, ensuring 98% satisfaction ratings based on customer feedback.
- Supported marketing promotions, leading to a 25% increase in repeat customers through loyalty programs.
- Trained and mentored 5 new hires, improving team efficiency and reducing onboarding time by 30%.

EDUCATION

Attested Bachelors of Business Studies (BBS)

CERTIFICATIONS

International Award in Emergency First Aid at Work

- Level 2 NVQ

Certificate in Rail Services (Passengers)

Certification in Fire Warden

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

SKILLS

Problem Solving, Creative Thinking, Customer Relations, Negotiation Skills, POS Systems, Upselling & cross selling, Computer Skills, Interpersonal Relationship, Team Spirit & Leadership, 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, Good analytical skills.