



JOYCE A. AJUNGA

Hospitality Professional

CONTACT

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joyce.ajunga46@gmail.com
Dubai, UAE

LANGUAGES

Excellent written and spoken English
French– Basic
Arabi– Basic

SKILLS

Effective communication
Attention to detail
Quality–focused
Strong observation skills
Problem–solving and critical thinking
Teamwork and collaboration
Customer service excellence
Inventory management
Cashiering

INTERESTS

Volunteering and community service
Travel and Cultural Exploration
Reading and writing for personal development.
Active sports e.g. running and netball
and I enjoy the thrill of outdoor adventures

REFERENCES

Cecilia Koko Strom
Director of Food and Beverage
+46 70 835 2552

Contact details of references in the UAE to be provided upon request.

CAREER OBJECTIVE

To work in a competitive firm that encourages new ideas, team spirit, and hard work. I aspire to provide effective results in all services rendered and further the goals of a company while advancing my professional skills and experiences.

WORK EXPERIENCE

- **Cashier and Senior Waitress**
Stuffed Buns, Nad Al Shiba, Dubai, UAE
November 2021 – Present
 - I efficiently handle customer transactions, manage cash and credit card payments, upsell products and make recommendations considering customers' food allergies, provide excellent customer service, and ensure accurate order processing while maintaining a clean and organized work environment.
- **Data Entry Clerk**
Various Locations, Dubai, UAE
January to October 2021
 - Entered data into databases accurately and efficiently; verified and corrected data where necessary; maintain high level of confidentiality of sensitive information; generated reports and ensured data integrity.
- **Waitress and Mocktail Specialist**
KOKO Strom, Kite Beach
January 2020 – December 2020
 - I provided exceptional customer service, took and served orders, and expertly prepared and presented a variety of mocktails, ensuring a delightful dining experience for all guests, managed mocktail bar operations and inventory.
- **Kindergarten School Teacher**
Various Schools in Mombasa, Kenya
2013 to 2019
 - I developed and implemented lesson plans, fostered a positive learning environment, monitored and assessed students' progress, and communicated with parents and guardians about student's development.

EDUCATION

- **Diploma in Early Childhood Development & Education 2017 to 2019**
Kisauni Youth Polytechnic, Mombasa, Kenya
- **Security Guard Training; Basic Life Support Security Training;** Basic Fire Safety Training Security Industry Regulatory Agency (SIRA) – Dubai, UAE (12 to 16 January 2020)
- **Kenya Certificate of Secondary Education – 2012**
- **Kenya Certificate of Primary Education – 2008**