



# Juma Saidi Asante

Sales Associate / Customer Relations

## PERSONAL DETAILS

Mobile: **+971 56 3970182**

eMail: **24asante@gmail.com**

Address: **Deira, Dubai - UAE**

Visa Status: **Visit Visa**

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

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

#### Station Master / Customer Service

08/2021 to 02/2024

- 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

## 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

## Vodafone Tanzania

### Customer Service (Inbound calls)

2017 to 2019

- Answering phones calls from customers professionally and responding to customer inquiries and complaints.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Identifying, escalating priority issues and reporting to the high- level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.

## KILIMANJARO HOTEL AND APARTMENTS

### Reservation Sales Agent

2015-2017

- Handled all incoming and outgoing calls for hotel accommodations.
- Entered data for all upcoming hotel reservations.
- Answering all customer inquiries via telephone, and email.
- Represented the company in a professional and business like manner.
- Promptly follow up with guest inquiry leads for second chance bookings
- Answer telephone calls and emails in a prescribed and professional manner
- Assist customers with questions regarding their existing reservations
- Provide concierge services with general knowledge of the property and surrounding area including restaurants, entertainment, special events and general directions
- Effectively manage daily correspondences and operational tasks to exceed customer expectations and expand customer base
- Display effective computer literacy and be familiar with MS Office software (Outlook, Word, Excel).

## 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.