



## JUSTINE KYABATUKU

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Visa status: Husband Visa

United Arab Emirates. Dubai

### AREAS OF EXPERTISE

SALES ASSISTANCE

CUSTOMER SERVICE

RECEPTIONIST

ADMINISTRATION

ACCOUNTANCY

PRESENTATION

ADVERTISING

CLIENT PURSUASION

PROGRAMMING

### PERSONAL SUMMARY

A customer focused and articulate individual who possesses a friendly and personable approach along with strong time management skills and the ability to listen carefully to client requirements. Have the entrepreneurial spirit required to work in highly flexible, rapidly changing, ambiguous work environments. Having insatiable energy to produce results and being able to quickly build outstanding customer relationships, would be a valuable addition to ambitious company. Having worked in a fast-paced and busy environment has taught to organize and manage time properly. Presently wants to join a growing dynamic company.

### CAREER HISTORY

#### STALL

Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the stall .



“ECCO SHOES LLC “  
Dubai, UAE

February 2023 – September 2024

### CAREER STATEMENT

“I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them.“

### SALES ASSISTANT;

- Motivation for sales by keeping customer relationship.
- Help identify potential customers and handle existing customer connection.
- Merchandising as per brand policy.
- Processing returns and refunds as required in line with company procedures.
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements
- Helping in running store operations through company missions and values.
- Act as a point of contact between the customer and the business.
- Maintain clean and orderly checkout areas.
- Resolve customer complaints.
- Taking and preparing online customer orders in a stipulated time possible.
- Getting sales by using various customer sales methods and strategies.

As a team player, I am collaborative with peers, searching for unique ways to integrate valuable insights. Through these qualities, I have confidence in my ability to facilitate positive change and collective efforts resolving around my essential relationship management and extrovert talents, I have developed strong critical thinking abilities and fostered a reputation as a key contributor through innovation and observation skills.



## “LANDMARK GROUP “ Dubai, UAE

March 2020 – October 2022

### SALES REPRESENTATIVE :

- Ensuring the food preparation areas are clean and hygienic.
- ☐ Washing utensils and dishes and making sure they are stored appropriately.
- ☐ Merchandising as per brand policy
- ☐ Processing returns and refunds as required in line with company procedures.
- ☐ Sorting, storing and distributing ingredients.
- ☐ Creating sales targets and working to meet them individually and as a team.
- ☐ Active listening to customer needs helped me recommend the best products.
- ☐ Warehouse organizing for smooth inventory and helped me know product availability.
- ☐ Maintain clean and orderly checkout areas.
- ☐ Resolve customer complaints.

For greater illustration of my background and qualifications, please review my enclosed resume. I am eager to demonstrate my charisma to join the new cohort and take strides towards building a fulfilling career and being a part of the close-knit team.



## ““MCDONALD’S “ Dubai, UAE

June 2018– February 2019

### CUSTOMER SERVICE:

- ☐ Greeting customers in warmly manner.
- ☐ Ask about interests and offer help
- ☐ Merchandising as per brand policy
- ☐ Processing returns and refunds as required in line with company procedures.
- ☐ Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements
- ☐ Responsible for reporting daily, monthly, yearly, summaries of the sales incomes.
- ☐ Greet customers entering establishments.
- ☐ Maintain clean and orderly checkout areas.
- ☐ Resolve customer complaints.

# LANGUAGES

ENGLISH – FLUENT

LUGANDA – FLUENT

SWAHILI -GOOD

## PERSONAL SKILLS

LEADERSHIP

AN EYE FOR DETAIL

EXCELLENT

COMMUNICATOR QUICK

LEARNER

PROBLEM SOLVING

TEAM PLAYER

MULTILINGUAL

## PERSONAL DETAILS

Justine Kyabatuku  
Nationality: Ugandan  
+971 525974390  
Dubai

“TOMMY HILFIGER”  
Uganda.

November 2011– 2015 July

### Position Sales:

- Ensure they have a world-class Service Excellence experience
- Promote products, sales, discounts, special promotions and do up selling
- Great and serve the walk-in customer, direct selling and cross selling
- Make sure the working area is kept in an organized and clean condition
- Handle all verbal complaints and feedback from the Customers with the intention of achieving a positive outcome for both parties
- Ensuring that each client receives outstanding customer service
- Handing the cash and credit card transactions
- Establishing and maintaining regular contact with customers
- Assist the inventory team for monthly stock taking
- Ensuring the company store in a high standard of customer service
- Give ideas regarding offers to make sales more proficient
- Offered alternatives and up-selling to customers

## EDUCATION

HIGH SCHOOL, UGANDA, KINAAWA

“KYAMBOGO UNIERSITY IN UGANDA.

## KEY COMPETENCIES AND SKILLS

- Knowledge at health and safety values
- Experience of Microsoft software like Word, Excel and PowerPoint
- Able to learn new methods or knowledge by teaching them to others
- Producing written information for customers and reports for managers
- Developing customer service procedures, policies & standards
- Extensive knowledge of call logging software