



Nakato Grace

Contact Information

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Location: Ras Al Khaimah, UAE

Professional Summary

A proactive team player with a strong work ethic and cultural sensitivity, fluent in English and skilled at delivering excellent customer service. Adept at building positive customer relationships, resolving issues efficiently, and driving customer satisfaction. Committed to exceeding expectations and contributing to organizational success in the UAE's dynamic and multicultural environment.

Skills

- Strong interpersonal and communication skills
- Flexible and a fast learner with the ability to adapt to new environments and systems
- Efficient multitasking and strict adherence to procedures and regulations
- Exceptional problem-solving and conflict resolution abilities
- Ability to thrive under pressure while maintaining professionalism
- Strong time management and team collaboration

Professional Experience

Sales Officer

Kons Lighting Trading Co. L.L.C - Dubai, UAE | July 2023 - Present

- Addressed customer inquiries through phone and in-person interactions, ensuring accurate and timely responses.
- Enhanced customer satisfaction by improving service quality and response times.
- Resolved complaints by identifying issues, implementing solutions, and following up to ensure customer satisfaction.
- Maintained accurate customer records and reports, ensuring seamless information flow.
- Contributed to increased sales by fostering positive customer relationships and driving repeat business.

Supermarket Attendant

Fareej Al Madinah - Sharjah, UAE | July 2022 - June 2023

- Assisted customers in selecting products and provided personalized recommendations.

- Processed transactions and payments efficiently, ensuring accuracy and security.
- Monitored stock levels, managed shelf organization, and ensured optimal stock rotation.
- Boosted sales by sharing product knowledge, promotions, and discounts with customers.

Education

High School Diploma

Buganda Royal Institute - Kampala, Uganda | August 2018

Languages

English: Fluent

References

Available upon request.