

NANFUKA JOAN

Customer Service/SalesRetail

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📍 JUMEIRAH DUBAI, United Arab Emirates

SUMMARY

I am an ambitious Lady with a pleasant personality and a great passion to offer happiness to clients by creating a conducive environment for their stay. I have good communications and good customer service skills that enables me effectively communicate with a wide range of cultural diversity. The roles and responsibilities of a Customer Service Position clearly define my already accumulated knowledge and skills in hospitality industry that I have acquired in my past and present positions.

EXPERIENCE

Cashier /waitress

11/2021 - 10/2023

PIZZA HUT OASIS MALL DUBAI

Al Quoz 1, Oasis
Centre-Dubai

This is a casual dining quick service restaurant proving the best Pizza flavors. It's one of the brands of Kuwait Food Company Americana.

- Welcomed Customers with a smile, providing a positive first impression.
- Used POS system to take orders and requests from customers, increasing number of orders entry requested per customer.
- Collected payments from customers in both cash and credit, maintaining a quick and efficient checkout process.
- Managed cash drawer, ensuring accuracy and accountability for any losses.
- Delivered exceptional customer service, addressing any comments or complaints and ensuring customer satisfaction.
- Maintained cleanliness of assigned areas during opening and closing time.
- Redeemed stamps and coupons, enhancing customer satisfaction and loyalty.
- Performed various roles assigned by supervisor or manager, including inventory management and supporting colleagues at work station.

Sales/Cashier

09/2018 - 06/2020

NINA FASHION BOTIQUE KAMPALA.

Plot 8, Sure House
Building, Kampala,
Uganda

This was a shop selling stylish and luxury clothing and jewellery situated in the center of Kampala city.

- Efficiently managed transactions with customers using cash registers, maintaining 100% accuracy in financial operations.
- Ensured accurate pricing by scanning goods and verifying pricing, resulting in a 98% accuracy rate.
- Collected payments from customers in both cash and credit, maintaining a quick and efficient checkout process, resulting in improved customer satisfaction.
- Issued receipts, refunds, change, and tickets to customers with a 100% accuracy rate.
- Redeemed stamps and coupons, resulting in increased customer satisfaction and loyalty.
- Cross-sold products and introduced new ones, resulting in an increase in sales and customer engagement.



SKILLS

- Customer service & safety ·
- Product knowledge ·
- Stress management ·
- English proficiency ·
- Loss prevention techniques ·
- A friendly attitude ·
- Great communication skills ·
- Knowledge of MS Office programs

LANGUAGES

English Native |||||

EDUCATION

High school Certificate

Central College Mityana
Uganda
2017

Certificate in Tailoring and fashion designs

Mubende Technical
Institute
2015

PASSION

💎 Swimming and Travelling