



# BUKENYA NASSER MULINDWA

+971 58 193 4049 | shacramnazraq@gmail.com | Dubai

## PROFESSIONAL SUMMARY

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Passionate customer service professional with 5+ years of experience, results-oriented and a proven track record of resolving customer complaints quickly and professionally. Highly skilled in sales reception and management, agenda preparation, meeting minutes and calendar management. Demonstrates exceptional teamwork and collaboration abilities.

## EXPERIENCE

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White King Computer System | Dubai  
**OFFICE ASSISTANT**  
06/2023 - 07/2024

- Resolved customer complaints promptly and professionally
- Prepared agendas and organized meeting minutes from staff meetings
- Managed calendars and arranged appointments.

Draya Cafe | Al ain  
**WAITER**  
03/2022 - 05/2023

- Ensured tables were properly set up before seating guests and cleared promptly after meal completion
- Demonstrated strong organizational skills while managing multiple tasks effectively at once
- Presented menus to answer questions about items and make recommendations
- Regularly checked back with guests to ensure satisfaction with their meals.

Shoprite Supermarket | Kampala  
**SALES ASSISTANT**  
03/2019 - 09/2021

- Followed up with customers after sales to gain feedback
- Communicated product features, advantages, and benefits to customers
- Attended scheduled training sessions and department meetings to build expertise
- Generated new leads through cold-calling, networking, and referrals.

## EDUCATION

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**Completed coursework towards COMPLETED COURSEWORK TOWARDS HIGH SCHOOL DIPLOMA**  
Masaka Secondary School | Kampala

## SKILLS

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- Listening Skills
- Table Setting
- Teamwork and Collaboration
- Order Taking
- Cleanliness
- Time Management

## LANGUAGES

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- **English**  
Fluent

