

SALES ASSOCIATE

Name : NALWADDA SUMAYA
Nationality : Ugandan
Location : Dubai
Languages : English and Arabic (Fluent)
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PROFESSIONAL SUMMARY

Well experienced Sales associate with years as Customer Service representative with two advanced languages both Arabic and English with demonstrated history of working in the hospitality industry. I am a highly organized individual with a strong ability to work on my own initiative or as a key member of any team. I have a pleasant and professional telephone manner with excellent Communications skills, both written and oral English language. I possess excellent computer skills with high level proficiency in Microsoft offices, outlook, ERP system and having the ability to succeed in a high demanding environment

EDUCATION

- CERTIFICATE IN BUSINESS ADMIN (SVARNA TRAINING INSTITUTE - DUBAI)
- CERTIFICATE IN COMPUTER APPLICATION (CCA)
- Basic Safer and People of determination Training
- Ordinary and Advanced level certificates (Uganda)
- Kinaawa High school – “A” level Advanced level
- Kinaawa High School – “O” level

SKILLS AND STRENGTHS:

- Excellent Customer service and Public relations
- Team building and teamwork
- Ability to work under pressure
- Proficient in computer software applications
- Positive attitude
- Multi – tasking
- Strong communication skills both written and spoken Interpersonal relation skills □ Hard working Good listener Team work
- Willingness to learn
- Calm, efficient and organized.
- Excellent computer skills.
- Administrative services.
- ERP knowledge Nutritional and hygiene

WORK EXPERIENCE

SALES ASSOCIATE – STANDAND SUPER MARKET - UGANDA/2023 -2024

- Acknowledging and approaching customers,
- Establishing customer's needs. and demonstrating and selling the product through features,
- Advantage and benefits of the merchandise.
- Ensuring the complete, full range of stocks is on display at all times.

- Assisting in stock control,
- Check and count goods.
- Assists customers in locating specific products.
- Answers inquiries.
- Directs customers to the manager for decisions out of their hands.
- Replenishes product inventory.
- Cleans the store.
- Assists cashiers.
- Tracks and reports record of sales.

**AL FAJER FACILITIES MANAGEMENT DUBAI. (2017-2022) FRONT DESK RECEPTIONIST / CUSTOMER SERVICE-
DUBAI SPORTS CITY Duties and responsibilities:**

- Welcomes visitors by greeting them on the telephone or directing them to their right destination.
- Create a friendly environment.
- Ensuring great customer service.
- Ensuring teamwork on the highest level.
- Answering questions and making follow ups on any complain
- Issuing, visitor's badges and taking control of keys
- Maintain security by following procedures and monitoring logbook
- Maintain a safe and clean reception area by complying with procedures, rules and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs
- Monitor and authorize entrance and departure of guests and other persons to guard against theft and maintain security of the premises Contact the police or fire departments in cases of emergency Check alarm circuits and ensure the alarm system is functioning properly.
- Making reports and answering incoming emails.
- Monitoring logbooks

**FUJAIRAH FAMILY RESTAURANT- (2014 -2016) FOOD AND BEVERAGE SERVER /CASHIER
Duties and responsibilities:**

- Take and relay food and beverage orders
 - Serve food and beverages to guests
 - Check on guest satisfaction
 - Handle complaints and concerns of customers
 - Provide food and beverage product knowledge
 - Use proper serving techniques
 - Practice responsible beverage service
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- Cash out and reconcile cash with total sales
 - Maintaining a clean and professional appearance and dining area for guest satisfaction Maintains time-keeping, temperature logs, inventory and cash handling duties Reviews store inventory
 - Prepares staff shifting schedules
 - Checks quality of coffee stocks
 - Checks operating status of all equipment

DECLARATIONS.

- I hereby declare that all provided information is true to my best knowledge, and proof can be provided upon request

