



JUMA SAIDI ASANTE

SALES AND CUSTOMER SERVICE
PROFESSIONAL

CONTACT

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Dubai, UAE

Visa Status: Residence

Nationality : Tanzania

Gender : Male

Date Of Birth : 06th, Jan, 1990

EDUCATION & TRAINING

- Bachelors of Business Studies (BBS) -Attested
- International Award in Emergency First Aid at Work • Level 2 NVQ.
- Certificate in Rail Services (Passengers)
- Certification in Fire Warden
- Basic Fire Safety Training Level 1 (Fire Safety) & Level 2 (Fire Marshall), High field Level 2.

LANGUAGES

- ENGLISH
- ARABIC
- SWAHILI

PERSONAL STATEMENT

Results-oriented Sales and Customer Service professional with over 7 years of experience in high-volume retail and transport environments, . Adept at building strong customer relationships, resolving issues efficiently, and driving sales through upselling, cross-selling, and excellent service delivery. Skilled in POS operations, team coordination, and handling diverse customer needs with patience and professionalism and the ability to thrive in dynamic, customer-facing roles. Committed to delivering outstanding service that enhances customer satisfaction and promotes brand loyalty.

WORK EXPERIENCE

SALES AND CUSTOMER SERVICE PROFESSIONAL

AL WASL VITA MALL CARREFOUR , DUBAI UAE, OCT 2024- PRESENT

- Welcome and assist customers with product inquiries and purchases.
- Handle cash, card, and digital payments accurately at the POS counter.
- Replenish shelves and ensure proper product display and labeling.
- Manage customer complaints with professionalism to ensure satisfaction.
- Promote ongoing offers and upsell products to increase sales.
- Monitor stock levels and coordinate with the inventory team for restocking.
- Maintain cleanliness and organization of the sales floor.
- Support daily opening and closing procedures.
- Participate in monthly stock counts and loss prevention activities.
- Ensure compliance with Carrefour's customer service standards.

STATION MASTER / CUSTOMER SERVICE

KEOLIS MHI RAIL OPERATION LLC – DUBAI TRAM, UAE , AUG 2021 -AUG 2024

- Oversaw daily tram station operations, ensuring smooth and safe passenger flow.
- Assisted passengers with ticketing, inquiries, and journey planning.
- Monitored station facilities and reported technical issues to relevant departments.
- Handled emergencies and incidents by following safety and communication protocols.
- Supervised station cleanliness, accessibility, and service readiness.
- Coordinated with tram drivers, control center, and security teams for operational updates.
- Managed lost and found items and resolved passenger complaints promptly.
- Ensured compliance with RTA regulations and Keolis customer service standards.
- Provided clear announcements and timely updates to passengers.
- Maintained accurate station logs and daily activity reports.

PERSONAL QUALITIES & SKILLS

- Problem Solving & Creative Thinking
- Strong Customer Relations & Negotiation Skills
- POS Systems & Digital Payment Handling
- Upselling & Cross-Selling Techniques
- Advanced Computer Skills (MS Office, CRM, Ticketing Systems)
- Excellent Interpersonal and Communication Skills
- Team Spirit with Natural Leadership Abilities
- Ability to Multitask and Collaborate in Fast-Paced Environments
- Proven Capacity to Manage Staff and Handle Work Pressure
- Fast Learner and Quick Adapter
- Self-Motivated and Goal-Oriented
- Strategic Thinker and Effective Planner
- Agile and Flexible in Changing Environments
- Strong Time Management and Organizational Skills
- Active Listening and Attention to Detail
- Commitment to Quality Service and Customer Satisfaction
- Adaptable to Rotational Shifts and Multinational Work Cultures
- Knowledge of Health, Safety & Security Standards in Public Transport Environments
- Consistent Professional Grooming and Presentation

REFERENCES

- Available on Request

SALES AND CUSTOMER SERVICE AGENT

SERCO – DUBAI METRO RAIL OPERATION, UAE OCT 2019 - AUG 2021

- Provided exceptional front-line customer service at metro stations and ticket counters.
- Assisted passengers with ticket purchases, Nol card top-ups, and journey planning.
- Addressed customer inquiries, feedback, and complaints in a professional manner.
- Promoted metro services and guided passengers on station facilities and safety procedures.
- Ensured ticket machines, gates, and information displays were functional and clean.
- Monitored passenger flow and responded to emergencies or disruptions promptly.
- Followed safety and operational protocols in coordination with station controllers.
- Maintained accurate records of sales transactions and passenger incidents.
- Supported crowd control during peak hours and special events.
- Adhered to RTA and Serco customer service and safety standards at all times.

CUSTOMER SERVICE REPRESENTATIVE

VODACOM, TANZANIA, MAY 2017 -MAY-2019

- Handled inbound calls and walk-in customer inquiries regarding mobile services and data plans.
- Resolved billing issues, SIM registration problems, and network complaints in a timely manner.
- Assisted customers in activating new lines, porting numbers, and upgrading service packages.
- Promoted Vodacom products and services to meet customer needs and increase satisfaction.
- Logged and tracked customer issues using CRM software for follow-up and escalation.
- Provided technical support and basic troubleshooting for mobile devices and services.
- Maintained accurate records of transactions, complaints, and customer feedback.
- Worked collaboratively with sales and technical teams to ensure service continuity.
- Met daily service targets and ensured adherence to company quality standards.
- Delivered exceptional service that contributed to high customer retention rates.