

NALWADDA SUMAYA RESUME

Name: Nalwadda Sumaya

Nationality: Ugandan

Location: Dubai

Languages: English and Arabic (Fluent)

Email: sumayanalwadda026@gmail.com

Contact No: +971528169154



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

PROFESSIONAL SUMMARY

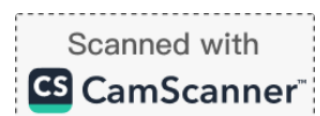
Well experienced Sales associate with years as Customer Service representative with two advanced languages both Arabic and English with demonstrated history of working in the hospitality industry. I am a highly organized individual with a strong ability to work on my own initiative or as a key member 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

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 -CARREFOUR MARKET -UGANDA/2023 -2024



- ❖ Acknowledging and approaching customers,
- ❖ Establishing customer's needs.
- ❖ Presenting 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.

ALFAJER FACILITIES MANAGEMENT LLC DUBAI (2019 UPTO MARCH

.2022) OFFICE ADMINISTRATOR (HEAD OFFICE)

Roles and Responsibilities:

- ❖ Purchasing documents like (G.C.C) online from Dubai Police.
- ❖ Apply for Guards Sira Forms and booking with Sira Training the dates for the test online.
- ❖ Filing and keeping records for future reference
- ❖ Follow up on any requests and clients satisfactions
- ❖ Check and send daily, weekly and monthly reports to client and manager.
- ❖ Placing internal orders and purchases through ERP system
- ❖ Entering database and tracking employee documents for renewals
- ❖ Sending emails to the client and other personals
- ❖ Operations to secure efficiency and compliance to company policies.
- ❖ Keep stock of office supplies and place orders when necessary.
- ❖ Operating with the employees and meet deadlines.
- ❖ Handling incoming calls and other communications.
- ❖ Managing filing system both soft and hard Copies.
- ❖ Recording information as needed.

- ❖Coordinate with supervisors and security guards for compliance of work.
- ❖Updating paperwork, maintaining documents and word processing.
- ❖Performing general office clerk duties and errands.
- ❖Organizing travel by booking accommodations and reservations needs as required.
- ❖Coordinating events, as necessary.
- ❖Maintaining supply inventory.
- ❖Maintain office equipment as needed.
- ❖Aiding with client reception as needed.
- ❖Creating, maintaining, and entering information into databases

AL FAJER FACILITIES MANAGEMENT DUBAI. (2017-2018)

FRONT DESK RECEPTIONIST / CUSTOMER SERVICE– DUBAI SPORTS CITY

Duties and responsibilities:

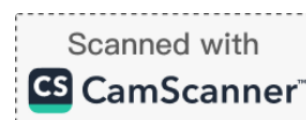
- ❖Welcomes visitors by greeting them on the telephone or directing them to their right destination.
- ❖ Create a friendly environment.
- ❖Ensuring great customer service.
- ❖Ensuring teamwork on the highest level.
- ❖Answering questions and making follow ups on any complain
- ❖Issuing, visitor's badges 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
- ❖ ☐ 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
- ❖ ☐ Checks quality of all food
- ❖ ☐ Works with Marketing and Promotions on all new item selections
- ❖ ☐ Oversees Food Cost
- ❖ ☐ Works with Purchasing to ensure punctual delivery of stocks and supplies