



## PERINAH AKANKUNDA

Mobile: +971 544826417

Email: [Perinahakankunda@gmail.com](mailto:Perinahakankunda@gmail.com)

Location: Abu Dhabi UAE

### PERSONAL INFO

Nationality: Ugandan  
Marital Status: Single  
Visa: Cancelled  
Languages: English

### KEY SKILLS

- Customer Service
- Call Centre Operations
- Patience
- Empathy
- Customer Sales Support
- Cash Management
- Customer Relationship Management
- Inventory Management
- Transaction Analysis
- Forex Management
- Problem Solving
- Analytical Thinking

### EDUCATION

- Diploma in accounting and Finance
- High School Education – Uganda)

### HOBBIES

- Meeting new people
- Travelling
- Watching movies
- Sports

## Senior Cashier

### PERSONAL PROFILE

Accomplished, growth – focused professional with over 5 years of dynamic scales experience across multiple industries. Equipped a steadfast commitment to customer service excellence to enhance customer experience, maximize satisfaction, propel retention, achieve/exceed sales goals, and increase business revenue. Possess superb abilities to develop and maintain a high level of product knowledge to persuasively promote them to existing and potential customers

### WORK EXPERIENCE

#### Senior Cashier

2017 – 2023

#### ARMED FORCES COOPERATIVE SOCIETY – UAE

##### Responsibilities:

- Collected payments for services, fees, utility bills, taxes, fines, licenses, permits, or admissions from customers.
- Collected and post-sales, toll collections or customer payments received in person,
- Issue receipts, maintain accurate records, research and resolve posting errors or problem payments such as returned checks, checks received without a signature or an identifying account number.
- Performed data entry in the financial management system to record payments.
- Prepared and verified accuracy of daily deposit.
- Reconciled daily sales, receipts or collections.
- Responded to inquiries and complaints from the general public.

#### Merchandiser/sales 2 years

#### AL SHAYA GALLERIA MALL – ABU DHABI UAE

##### Responsibilities:

- Greeting customers, responding to questions, improving Identify and assess customers' needs to achieve satisfaction
- Maintain updated knowledge of all company products and services in order to provide adequate education to customers.
- Stock, replenish, and organize inventory with accuracy and efficiency, completing task 10% faster than average associates
- Greeting and receiving customers in a welcoming manner.
- Serving customers by helping them select products
- Involved in the training of new sales staff.

#### Customer Service / Receptionist

2 years & 6 months

#### WOOLWORTH CLOTHE STORE UGANDA

- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

### DECLARATION

- I hereby declare that the information is true to the best of my knowledge and belief and nothing has been concealed or distorted.