

NASSALI DAPHINE

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🌐 Ugandan



PROFESSIONAL SUMMARY

Hard-working individual with strong organisational skills. Achieves company goals through exceptional planning and prioritisation. Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company.

WORK HISTORY

01/2021 - 02/2022

Retail Stocker/sales assistant

Deluxe supermarket - Kampala

- Arranged shelves to increase visibility and accessibility of products.
- Rotated stock and checked sell by dates to minimise wastage.
- Inspected delivery product quality and quantities.
- Repositioned shelves and display to showcase fast-selling product.
- Examined expiry dates to avoid spoilage of products.
- Extended assistance to customers in locating specific items.
- Moved cages onto shop floor with minimal disturbance to customers.
- Priced merchandise and verified accuracy of amount.
- Reported delivery damages to senior staff for quick resolution.
- Removed items with exceeded expiry dates for disposal.
- Relocated misplaced stock to correct shelf.
- Located desired items for customers to improve sales.

07/2020 - 12/2020

Salesperson

Millennium optics - Kampala

- Expanded client base by offering exceptional customer service and communication.
- Guaranteed customer satisfaction, offering various options to suit customer needs and aspirations.
- Responded to telephone and in-person requests for information.
- Collected and processed payments.
- Negotiated best-possible prices for maximised profit levels.

03/2022 - 03/2023

Waitress

Kati kati restaurant - Kampala

- Arranged tables and set up linens and silverware in preparation for guests.
- Greeted customers, presented menus and shared information about available special items.
- Accurately took orders, making menu recommendations as appropriate.
- Listened to guest complaints and worked with kitchen staff or management to promptly resolve issues.
- Stayed up to date on menu changes to accurately answer customer queries.
- Obtained customer feedback to improve service experience and provide recommendations to kitchen staff.

06/2023 - 09/2024

Waitress

La Maison bakery - Dubai

09/2023 - 08/2024

Housekeeper

Maid cc - Dubai

- Helped in the kitchen while cooking meals, serving food and cleaning spaces.
- Hand dusted and wiped clean furniture, fixtures and window sills, producing spotless results.
- Washed, ironed and folded laundry, delicate fabrics and expensive pieces with appropriate methods.

SKILLS

- Good customer service skills
- Ability to work in a fast paced environment
- Attention to detail
- Product knowledge
- Problem solving strength
- Stocking and replenishing

EDUCATION**01/2014 - 08/2019****Advanced Level Certificate**
Iqra high school - Kampala**VISA STATUS**

- Visit visa

LANGUAGES**English:****████████████████████**

Fluent