

**LILIAN WACHENJE TALU**  
**TEL:+971589142949**  
**Email: [joywachenje@gmail.com](mailto:joywachenje@gmail.com)**



---

### **Personal Profile**

Experienced and confident hands-on customer service with over five years of experience providing excellent services in a dynamic work environment. Good communication skills, good interpersonal skills, and fast in resolving customer complaints with excellent problem-solving skills.

### **Professional strengths**

- Excellent verbal and written communication skills.
- Highly organized and pays attention to detail.
- Open, trustworthy and honest
- Proficiency in Microsoft Office Programs
- Excellent telephone skills.

### **Professional Background and Experience**

**Gulf market group -Geant hypermarket Dec -2021 to date**

**Deli counter Associate/Cashier/Barista**

#### **Responsibilities**

- Displaying and serving freshly made turkey, olives and cheese
- Handling cash and credit transactions
- Making and serving coffee to the customers

**Gunaydin Restaurant - Dubai Mall March 2018- May 2020**

**Cashier**

#### **Responsibilities**

- Preparing customer orders.
- Daily reports
- Process cash and credit transactions.

**Cnn Travelers Cafe-Ssp Uae Dubai International Airport**

**Jan 2016- Feb 2018**

**Service crew/Barista/Cashier**

#### **Responsibilities**

- To promote and introduce the product.
  - Responsible in cash register.
-

- Display the product according to the plan.

**Nakumatt Supermarket Kenya**

**Aug 2014–Oct 2015**

**Supervisor/Sales**

**Responsibilities**

- Preparing bakery products ready for baking
- Daily, weekly, and monthly reports
- Dealing with customer complaints with tact and professionalism

**Alshaya Trading Company - Teavana, Bahrain**

**June 2012 - July 2014**

**Floor Supervisor**

**Responsibilities**

- Explaining to the customer's different health benefits of different kinds of tea
- Ensure Standard operating procedures are maintained
- Supervise and coordinate sales staff

**Little Princess Retail Store, Bahrain June 2011 –June 2012**

**Sales executive/Supervisor**

**Responsibilities**

- Train new and ongoing sales staff
- Maintain proper inventory and ensure adequate items are in stock as per policy.
- Organizing birthday parties for kids

**Jawad Group – Costa Coffee, Bahrain**

**May 2009 –May 2011**

**Senior Barista/Store in charge**

**Responsibilities**

- Manage retail staff, including cashiers and people working on the floor.
- Filling and encoding invoices
- Process cash and credit card payments through the POS

**Academic and Professional Qualifications**

Diploma in Travel Operations – Foundation and Electronic Booking Tools

MS Office Programs - Word, Dos, Access, Excel, PowerPoint, Windows Internet Explorer  
Hi-Tec Institute of Professional Studies 2006

Kenya certificate of secondary education