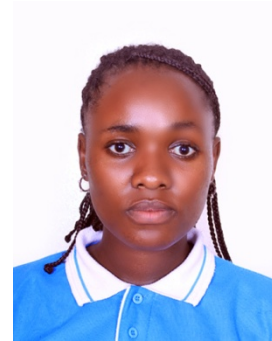


CURRICULUM VITAE

NYAKATO JOAN

Nationality : Ugandan
Gender : Female
Language : English
Passport No : B00197058
Phone No : +256700833303
Email : nyakato9695@gmail.com



CAREER OBJECTIVE

Seeking challenging position with a reputed multicultural company that allows growth and room to fully utilize my interpersonal and work experience skills of customer service with diverse background in retail sales assistant services and proficient in learning new tasks quickly and exceeding expectations out going and friendly with service driven nature.

KEY STRENGTH

- ❖ Open to challenges and positive to criticism that would make me a better person and a better employee.
- ❖ Have a positive attitude towards work colleagues, subordinate and seniors.
- ❖ Observe punctuality and always work efficiently and effectively in the duties delegated to me.
- ❖ Explore opportunities, build the strengths, eliminate weakness and try to mitigate the threats in my duty.
- ❖ Ready to admit and accept constructive correction.
- ❖ Sincerity and positive approach, eager to learn, accept challenges and always ready to work under pressure for any duty delegated to me.

CUSTOMER SERVICE KEY SKILLS:

- ❖ Greets every guest with a warm smile and keeping an eye contact.
- ❖ Receiving phone calls and answering with a smiley tone.
- ❖ Assist guests by giving them the best available table and answering their questions.
- ❖ Suggest additional services offerings based on assessment of guests
- ❖ Develop loyal clientele friendly service and recognize regular guests.
- ❖ Excellent in written and oral communication skills.
- ❖ Polite and respectful.
- ❖ Good analytical and problem solving skills.
- ❖ Creatively active.

PRESENT WORK EXPERIENCE - SALE ASSISTANT AT CARREFOUR UGANDA

FEB 2023 UP TO DATE

RESPONSIBILITIES:

- ❖ Cheerfully greets customers when they enter the shops.
- ❖ Help customers find items in the store and providing feedback on the efficiency of customer service.
- ❖ Check for stock at other branches or order requested stock for customers.
- ❖ Provide customers with information about items.
- ❖ Ring up purchases.
- ❖ Elevate complaints to management.
- ❖ Keep track of inventory.

WORK EXPERIENCE

2022 – 2023

CUSTOMER SERVICE AGENT AT UGANDA – UGANDA SHOP RITE MALL

CAPABILITIES & RESPONSIBILITIES:

- ❖ Ability to learn quickly, good customer service skills, ability to promote and initiate work process, strong believer in team work.
- ❖ Very vigilant and rapid in response.
- ❖ Liaison with supplier regarding product sales performance and other trading issues.
- ❖ Implement and manage merchandise plan grams for relevant products.
- ❖ Maintenance, cleanliness and replenishment of products on the shop floor.
- ❖ Strength selling skills presentable and outgoing, good commercial & analytical skills.
- ❖ Stock taking
- ❖ Break down of deliveries to various departments.
- ❖ Stock requisition
- ❖ Receiving deliveries and verifying them.
- ❖ Data entry.
- ❖ Handling of lost and found
- ❖ Compiling the sales record.
- ❖ Handling customer related complaints and reporting to higher authorities.
- ❖ Strong English communication skills – written and spoken.

HOBBIES

- ❖ Making friends
- ❖ Love traveling
- ❖ Reading
- ❖ Debates
- ❖ Listening to Music

ACADEMIC QUALIFICATIONS

YEAR	INSTITUTION	AWARD
2020 – 2021	Canon Apolo primary teachers collage	Diploma in Education
2016 – 2019	King Solomon secondary school	Uganda Certificate of Education (UCE)
2010 – 2015	Mukole Primary School	Primary Certificate of Education

DECLARATION

I hereby declare that the information given above is true and correct to the best of my knowledge.