****

**CURRICULUM VITAE**

**Personal Details**

**Name**  **Lukia Muyoka – CV No: 2011632**

**Visa status** Residence Visa

**Current location** UAE (Dubai)

**PROFILE**

Qualified professional with three years’ experience in customer service and call centre environments. Am driven to exceed set goals and build long term relationships with customers. Delivers positive experiences through high quality customer care.

**WORK EXPERIENCE**

* **Jan 2016– to date U.A.E Barista**

**Duties and Responsibility**

* Welcoming guest with a smile and acknowledging their presence
* Coffee making as per the brand standards
* Taking guests orders in a consistent way and within the shortest time possible
* Customer service
* Cashiering by upselling ,on selling and cash reconciliation
* Order, receive and book supplies at the store
* Checking the temperatures of the fridges and the freezers and ensuring that they are functioning properly
* Stocking workstation and display units
* Handling guest complain and providing the best solution
* Ensuring guest satisfaction by getting feedback from each one of them
* Maintaining store cleanliness
* Training new staffs
* Undertaking additional duties

**2013- 2015 Bidco Stationary (Entebbe Uganda)**

**Customer Service Representative**

**Duties and Responsibility**

* Answered product questions with up-to-date knowledge of sales and store promotions.
* Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
* Conducted weekly walk-through with the manager to discuss interior visual displays, including store window presentation.
* Scheduled weekly inventory pickups and deliveries with vendors.
* Restocked inventory ever month and reviewed cash operation data to verify proper replenishment.
* Bagged, boxed or gift-wrapped sold merchandise per customer's request.
* Developed reputation as an efficient service provider with high levels of accuracy.
* Created and maintained an organized database to develop promotional sales.
* Replenished supplies, bags and other materials at each cash wrap.
* Recommended alternative items if product was out of stock.

**Accomplishment**

**Customer Relations**

* Earned highest marks for customer satisfaction, company-
* Served as communication link between departments

**Customer Service**

* Consistently received positive feedback from guests and created repeat business by developing long-term relationships withcustomers.

**Education and Professional Background**

**2012-2015 Makerere University**

* Bachelors Degree in Education

**2010-2011 St. Lawrence Schools**

* Uganda Advance Certificate of Education ( A’ Level)

**Skills**

* Excellent customer service
* Team player
* Hardworking
* Well organized
* Quick learner
* Strong client relations
* Training development aptitude

**Referees : Available upon request**

|  |
| --- |
| **Lukia Muyoka – 2011632**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |