**AISHAH**

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PERSONAL SUMMARY

Customer-focused individual who is acknowledged for talents in inspiring coworkers to excel and adapt to the demands of a challenging workload. Excellent communication and organizational skills along with strong worth ethics aimed at projecting a positive company image. Expert in delivering consistent customer service to ensure client satisfaction and service improvement.

OBJECTIVE

Seeking a Customer service position that will enhance me in my career advancement and an opportunity with a company that will not only challenge me professionally but will also allow me to develop my knowledge and potentials further.

WORK EXPERIENCE:

**Jan 2015 to date Customer service Executive Dubai Airports T2**

* Coordinating operation activities between Police offices, Jail cell for PDC and PTC as well as Super-Gate for Dubai Airport Terminal 2
* Provide excellent customer service as per company policy and procedures - Resolving customer queries promptly, within Airport Terminal guidelines, before escalating to higher level if necessary
* Attend to Police staff needs, understand their requirements so that maximum number of enquiries are handled quickly and forwarded on responsibly
* Managing Consumables stock inventory for the Service providers and Sub-contractors
* Monitoring the performance level of colleague staff for ensuring that services exceed customer expectations in AOCs PDCs and PTCs
* Organizing weekly periodic briefings for staff & Supervisors for discussing current work requirements.
* Offering hands on training to new recruits as well as refreshers on Customer service Practices and cleaning techniques
* Ensuring correct segregation and correct disposal of clinical waste, general waste and sanitary waste according to Municipality guidelines and BICSc standards.
* Ensuring Sanitizing of offices, jail cells and Police Training center ensuring high quality of cleaning at all times
* Preparing various reports to management for analysis and action
* Ensuring Health and Safety at work by practicing good housekeeping practices e.g Arranging stores
* Maintaining daily cleaning checklists for all Locations within the Facility.
* Observing and using color coded equipment to ensure bacteria cross contamination is highly eliminated.

**Feb 20I3 to Jan 2014 Cinema theatre attendant The Kuwait Cables**

* Checking tickets.
* Showing people to their seats.
* Selling programs.
* Selling refreshments from trays during the interval.
* Dealing with any problems or complaints.
* Re-stocking the refreshments kiosks or trays.
* Collecting litter and tiding up after a show.
* Being responsible for health and safety in the cinema halls.

## Sept 2009 to Jan 2012 Customer service Warid Telecom Uganda

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customer enquiries.
* Handle and resolve customer complaints.
* Process orders, forms, applications and requests.
* Direct requests and unresolved issues to the designated resource.
* Manage customers’ accounts.
* Keep records of customer’s interactions and transactions.
* Record details of inquiries, comments and complaints.
* Communicate and co-ordinate with internal departments.
* Follow up on customer interactions.

EDUCATIONQUALIFICATION**:**

**2015**-Cleaning Professional Skills Suite- CPSS-UK

**2002-2005**-Bachelor of Arts in Business Administration-makerere University

**2002-2001**-UCE-Uganda Certificate of Education-Kakungulu Memorial Secondary School

**1996-1999**-UNEB-Uganda National Examination Board-Lugazi Mixed school

KEY COMPETENCIES

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| --- | --- | --- |
| • Good communication skills . |  |  |
| • Ability to keep calm in an emergency. | * Ability to multi task, prioritize workload, cope with the pressure of meeting timelines & changing priorities. |
| • Ability to handle multiple tasks | * Strong Computer proficiency (MS Office, PowerPoint,Microsoft SharePoint & Outlook). |
| • Math skills ability to handle money and work out change. |  |
| • Good team working skills. |  |
| • Polite, helpful and approachable manner. |  |  |

## PERSONAL SUMMARY

I am a Ugandan Female National 33 years, a Muslim, single and currently in Dubai with Expired residence Visa. Able to join immediately.