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**CURRICULAR VITAE**

**BIO DATA**

**FIRST NAME** : SHAKIRA

**DATE OF BIRTH** : 23RD JUNE 1995

**SEX** : FEMALE

**NATIONALITY** : UGANDAN

**MARITAL STATUS** : SINGLE

**VISA STATUS** : VISIT VISA

**LANGUAGES** : Fluent English and basic Arabic

EMAIL : [shakira.382236@2freemail.com](mailto:shakira.382236@2freemail.com)

**SALES AND CUSTOMER SERVICE PERSONEL**

**PERSONAL PROFILE**

Looking forward to actively contribute towards the growth, achievement of goals, targets and objectives of an organization. Where I am able to usefully capitalize my knowledge and competence to gain experience, acquire new skills and to utilize opportunities to advance my career.

**KEY SKILLS AND STRENGTHS**

* Having a friendly & professional manner.
* Customer service and guest expertise
* Administrative experience in different organization.
* Fluent English language both written and spoken.
* Excellent sales and negotiation skills.
* Good communication and ‘people skills' with confidence and motivation
* determination and the drive to work towards targets on a timely schedule

**WORK EXPERIENCE**

**Mukwano shopping mall (Kampala Uganda) JANUARY 2016 – DEC 2016**

**Duties: Sales Associate**

* Welcomed customers by greeting them; offering them assistance.
* Directed customers by escorting them to racks and counters; suggesting items.
* Advised customers by providing information on products.
* Helped customers make selections by building customer confidence; offering suggestions and opinions.
* Documented sale by creating or updating customer profile records.
* Processed payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Kept clients informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributed to team effort by accomplishing related results as needed.

**Company:** **Pizza hut,Oman ,Muscat**

**Designation:** **CASHIER AND WAITER, MARCH 2017- JUNE 2018**

**Duties:**

* Take cash from customers and process transactions accurately & efficiently.
* Ensure individual and store targets are reached or exceeded
* Keeping up-to-date with all current promotions within the store.
* Identifying customers who need assistance.
* Accurately counting and reconciling the till float.
* Being alert to thefts and fraudulent bank notes, cheques or credit cards.
* Accurately processing all methods of payment.
* Making sure the store is clean, tidy and safe at all times

**AWARDS AND RECOGNITION;**

1. Best guest expert of the month of July-2017

2. Best well groomed female employee of the year

1. **ACADEMIC QUALIFICATION**

* Diploma in journalism
* High School and College Certificate

**HOBBIES**

* Making friends
* Innovativeness