**Rahma**

Date of Birth : 23.04.1992

Nationality : Kenyan

Gender : Female

Language : English, Swahili

Marital Status : Single

Visa Status : Employment Visa

Email Address : [rahma.383242@2freemail.com](mailto:rahma.383242@2freemail.com)

Profile

Accustomed to challenging work environments where team-work, deadlines, professionalism and multi-tasking are requirements. I have a warm outgoing personality with excellent human communication skills in a dynamic multi-cultural environment. I am ambitious with a self-drive to achieve and a personal commitment to continuous learning.

Working Experiences / Detail

**Supervisor**

**Bollywood Parks Dubai (Dubai Parks and Resorts, PJSC)**

**October 2016 to January 2018**

**Duties and Responsibilities**

* Pre-opening preparation of the store
* Pre-opening procedures and preparation of new outlets
* Handling day-to-day operations of 3 outlets
* Managing over 15 team members
* Building the team to perform its highest level of achievements
* Organize and distribute staff schedules
* Preside over staff meetings.
* Coach, counsel, train, and discipline employees
* Evaluate on-the-job performance
* Manage different departments within the store
* Monitoring the process of weekly/monthly stock level and movements
* Experienced in using ADACO / OMNICO / KRONOS applications
* Participating in preparation of inventory process
* Ensure promotions are accurate and merchandised to the company’s standards
* Handle customer questions, complaints, and issues

**Call center representative (Legobase)**

**Legoland Dubai (Dubai Parks and resorts, PJSC)**

**January 2018 to present**

**Duties and Responsibilities**

Responsible for handling and controlling communications traffic parkwide.

* Receiving and escalating calls to related department or personnel
* Acting as a linkage between two parties by proving required contacts
* Handling park emergency incidents by recording all information sourced from the scene and informing related departments.
* Call Recording for future reference.
* Park Information backup
* Liaising with different departments in daily park operations.
* Secretarial position for daily assigned park duty manager
* Ensuring safety for both Guests and collogues through radio massaging parkwide regarding any ride or facility operational failure.
* Tracking daily park guests’ attendance and recording in all necessary representations for Management usage.

**Customer Experience Associate cum Cashier**

**Dubai Aquarium and Under Zoo, Emaar Retail LLC, Dubai UAE**

**June 2014- September 2016**

**Duties and Responsibility**

* Greeting guests pleasantly and welcoming them in Dubai aquarium as required according to company standards
* Interacting with guests and providing direction and information politely and courteously as required by the companies’ policies
* Assist the guest in purchasing the best package hence engaging in a safe and most entertaining environment with the best tour experience as per his/her convenience
* Processing of cash and other forms of payment upon upselling products and services.

**Financial Advisor**

**National General Insurance co. (NGI), Emirates NBD Group**

**July 2013- May 2014**

**Duties and Responsibility**

* Customize insurance programs and calculate premiums and establish payment method
* Insurance policy sales & marketing, management and office administrative tasks
* Insurance telemarketing, customer service and policy management
* Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms
* Inspect property, examining its general condition, type of construction, age, and other characteristics, to decide if it is a good insurance risk
* Install bookkeeping systems and resolve system problems
* Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage
* Monitor insurance claims to ensure they are settled equitably for both the client and the insurer

**Sales Associate**

**Ezzi Enterprises, Mombasa, Kenya**

**Jan 2011- Dec 2011**

**Duties and Responsibility**

* Provide customer service and sales advice
* Provide after sales advice on use and maintenance of products or services
* Products and services sales & marketing
* Administration and coordination of credit terms, trade-in allowances, warranties and delivery dates
* Prepare sales, rental and leasing contracts
* Manage cash, cheque and card payments
* Maintain sales records and computerized inventory record keeping and procurement systems
* Conduct sales transactions through Internet-based electronic commerce

Highest Qualification

|  |  |
| --- | --- |
| ***06/11 – 12/11***  ***01/11 – 3/11***  ***02/07 – 11/10*** | *Memon College, Mombasa, Kenya*  ***Certificate in Accounts Studies***   * *Financial Information SA1* * *Managing Costing & Finance MA2*   *Abrar Computer College*  ***Certificate in MS Office***  *Star of the Sea High School*  ***Kenya Certificate of Secondary Education (K.C.S.E)*** |