

JOHN

Dubai, UAE

Nationality: KENYAN DOB: 20/08/1977 Visa status: Work Visa

***PROFESSIONAL PROFILE***

Passionate and competent team player with 12 years proven track experience in Retail Sales, customer service and Airport operations. Ability to work accurately under pressure in fast paced environment. Recognized as a responsible and energetic individual with excellent interpersonal and communication skills.

* Multi-tasker
* Can volunteer for assignments
* Reliable and can be counted on
* Deadline Driven
* Computer Literate i.e MS Word, MS Office

***WORK EXPERIENCE***

***SALES REPRESENTATIVE / TERMINAL ATTENDANT***

21ST SEPTEMBER 2008 to PRESENT…..

* Providing World class customer service and maintaining a Safe, secure and responsible environment for all stakeholders, general public and passengers in Dubai Airports.
* Identified customer needs through research, analysis, questionnaires and interview processes.
* Managing retail and sales of company products and services i.e shelving, putting price Labels, explaining product knowledge which is appropriate to the needs of the customer.
* As Team Leader, supporting my colleagues by offering assistance; interviewing passengers randomly to find ways of improving airport operations.

***VOLUNTEER TEACHER / SOCIAL COMMUNITY WORKER/ ROLE MODEL***

1999 to 2007

* Cultivated positive relationships with my community through public relations campaigns on Education, Good Health and securing investment funds for school trip excursions for Village children.

***EDUCATION***

UNITED STATES INTERNATIONAL UNIVERSITY-AFRICA , Nairobi, Kenya

* (BA) in InternationaL Relations (completed 2002)
* (BA) in Psychology (completed 2005)

TUSTIN HIGH SCHOOL , Tustin, California, U.S.A (…1year exchange program)

* HIGH SCHOOL DIPLOMA (completed 1994)

***OTHER AFFILIATIONS/ ACTIVITIES***

* Certificate recognition for contributing to the success of the Dubai Duty Free Tennis Championships 2012 (from February 20th to March 3rd 2012)
* Certificate of Commitment (DCAA) having participated in the SAFETY MARATHON WORKSHOP on ensuring safety standards in Dubai international Airport (Foreign Object Debris Awareness Campaign)
* Participated in the 42.2 km Standard Chartered Dubai Marathon 2018

**CONTACTS:**

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( ***Certificates are available on request)***