



Winnie Nakubulwa

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Objective

A multitasking, adaptive and passionate person ready to pursue growth in my career in a competitive, fast paced and challenging work environment with 6years experience in customer service/ guest services which resulted to 10% increase in guest satisfaction through offering excellent hospitality to the guest's on a daily basis. This will enable me to contribute to the growth of the company where I will work through teamwork.

Experience

- **AKUB'S ELECTRONIC STORE (Start-up)** March/2024 - Feb/2025
SALES ATTENDANT / CUSTOMER SERVICE
 - Professionally welcomed, greeted customers politely, warmly and assisted them in selecting appliances.
 - Managed and engaged in cross selling electronics to customers.
 - Arranged the new stock in the shelves.
 - Picked and packed the customer items into the cargo boxes for those that bought many items.
 - Sweettalked to the window shoppers in a professional manner that make them to become customer inorder to an increase on the sales targets.
 - Recorded the items sold and balanced the book at the end of every day.
 - Handled, made cash transactions and acted as a cashier at the point of sale.
 - Price tagged and displayed appliances correctly in the shelves.
 - Maintained cleanliness in the store.
- **JEBEL ALI PALACE (DUBAI FREE ZONE, U.A.E)** May/2018 - February/2024
GUEST SERVICE
 - Handled guest reservations via phone and messages.
 - Welcomed, greeted, dinned guests with a friendly and professional manner in the palace.
 - Attended to every guest request with the F&B team, served guests with coffee, teas, food and other beverages.
 - Assisted in managing guest requests and special requirements through providing excellent guest service and hospitality resulting in a 10% increase of guest satisfaction.
 - Maintaining effective communication with guests, guest focus, hospitality and team work.
 - Ensured that guest records are recorded properly during their visit and handled guest complaints.
 - Thanked guests for there coming in the palace when departing after there visit and encouraged them to come back again.

Education

- Drew Speciality Coffee Academy (Barista Certificate) 2025
- Alison Online Classes (Diploma in Business Administration 2023)
- Jakayz Secondary School (High School Certificate 2014)

Skills

- Hospitality, Marketing, Sales Skills and Resourcefulness
- Customer Service
- Junior Barista skills, Resilience, key performance indicators & Computer knowledge (Excel, Word and power point)
- Customer focus
- Problem solver
- Teamwork
- Phone call Management
- Product knowledge

Languages

- English (Fluent) & Arabic (Intermediate)