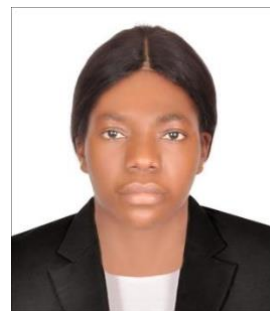


Glory Osamulu

UAE

Mobile: 0589297983

gloryosamulu@gmail.com



Personal Details

Nationality	: Nigeria
Date of Birth	: 29/04/1998
Religion	: Christian
Gender	: Female
Visa	: Residence Visa

Summary

To seek a challenge and rewarding career in progressive organization that provides avenues for continuous growth utilizing my creativity and fanaticism to learn especially new challenges.

Work Experience

- **Worked as a customer service / Cashier with TVG GLOBAL EVENT EXPERT (DUBAI EXPO 2020 21st Sep 2021 / 31st March 2022)**

Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

Knowing our products inside and out so that you can answer questions.

Processing orders, forms, applications, and requests.

Keeping records of customer interactions, transactions, comments, and complaints.

Communicating and coordinating with colleagues as necessary.

Providing feedback on the efficiency of the customer service process.

Managing a team of junior customer service representatives.

Ensure customer satisfaction and provide professional customer support

- **Worked as a par time beauty sales promoter with artier company Choithrams Supermarket Dubai (March-May2021)**

Greet customers upon their arrival

Demonstrate proper use of hair care products and skin care products

Cross-sell beauty products, when appropriate (e.g. serums, body lotions and hair care products)

Identify customer needs and recommend cosmetics and skin care products based on their preferences

Help clients find products they're looking for in our store

Ensure proper presentation of products on shelves

Explain to customers how to use products they're interested in buying

Advise customers on how to take care of their skin

Inform customers on prices and special offers

Replenish stock as needed

- **Worked as a part-Time Hostess with Belvedere Activation Dubai (2021)**

Welcome guests to the venue

Provide accurate wait times and monitor waiting lists

Manage reservations

Escort customers to assigned dining or bar areas

Provide menus and announce Waiter/Waitress's name

Greet customers upon their departure

Coordinate with wait staff about available seating options

Maintain a clean reception area

Cater to guests who require extra attention (e.g. children, elderly)

Answer incoming calls and address customers' queries

Assist wait staff as needed

- **Worked as a retail sales and cashier with royal airbrush stationary trading Dubai (2020-2021)**

Serves customers by helping them select products.

Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.

Greets and receives customers in a welcoming manner.

Responds to customers' questions.

Directs customers by escorting them to racks and counters.

Provides outstanding customer service.

Documents sales by creating or updating customer profile records.

Manages financial transactions.

Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit

- **Worked as Waitress with Bel Mondo Restaurant Abu Dhabi .(2019-2020)**

Providing excellent wait service to ensure satisfaction.

Taking customer orders and delivering food and beverages.

Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

cards.

- **Worked as Promoter with forever Living Products Abu Dhabi. (2017-2018)**

Demonstrated and provided information on promoted products/services.

Distributed product samples, brochures, flayers to new sales opportunities.

Identified interest and understand customers need and requirements.

Set up booths or promotional stands and stock products.

- **Worked as salon receptionist in Elisabeth Salon Abu Dhabi. (2015-2017)**

Resolve **customer** complaints via phone, email, mail, or social media.

Use telephones to reach out to **customers** and verify account information.

Greet **customers** warmly and ascertain problem or reason for calling.

Cancel or upgrade accounts.

Assist with placement of orders, refunds, or exchanges.

- **Worked as a Sales Lady with KC Beauty Fashion Shop Abuja, Nigeria. (2014-2015)**

Greet customers.

Help customers find items in the store.

Check for stock at other branches or order requested stock for customers.

Provide customers with information about items.

Ring up purchases.

Elevate complaints to management.

Keep track of inventory.

Education

High School Pass

Skills

- Excellent communication skills
- Attention to detail
- Organizational skills
- Goal-oriented
- Team work
- Punctual
- Strong Customer services skills

Expectation

- Sale Lady.
- Promoting
- Hostessing
- Customer Service
- Waitress

Languages

- | | |
|-----------|----------|
| • English | Fluent |
| • French | Advanced |
| • Arabic | Basic |

Declaration

I hereby declare that the above given information about me is true to the best of my knowledge and belief.

Glory Osamulu