

# DAVIS MUNENE MIANO

Customer Service, Sales and Administration Professional

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Nationality: Kenyan

Dubai, U.A.E



## SUMMARY

I am a results oriented professional with a proven track record of providing superior customer service and meeting customer service level expectations. I am a self-driven, ambitious, innovative, analytical team player with a desire of working within a challenging and rewarding environment, which will give me an opportunity to utilize my acquired skills and experience and apply my academic knowledge that will lead to both personal and organizational growth to international standards.

My three year plan is to grow and develop extensively in the customer service industry and move to management level.

## EXPERIENCE

### Senior Shop Assistant/Customer Service and Service Support

Emirates Group Airline

02/2020 - 06/2020

Dubai, U.A.E

- Responsible for achieving annual sales target based on revenue and profit in Emirates souvenir shop located in Emirates Flight Training Academy.
- Handled all the cash transactions in the Academy that includes Airside Pass payments, and all Souvenir purchases from the first point of transaction, input in the Cashier Front Office (CFO) system and generated necessary invoices then coordinated the cash pick up by Transguard Group Security team for transfer to bank for depositing.
- Produced weekly and monthly sales report and was aware of key performance indicators which will drive the business forward.
- Used Iprocurement Oracle management system to order stationary items from Emirates Headquarter General Store for the academy and coordinated the delivery and storage.
- Received weekly department stationary requests, checked the availability, distributed items to the departments and ordered the out of stock items accordingly.
- Kept track of all the departments weekly stationary expenditures so as to produce monthly and yearly department expenditures.
- Coordinated the delivery, storage, for staff and cadet uniforms within the academy.
- Communicated to the Pilot training instructors and the cadets about the uniforms received, coordinated the issuing of the same and updated the tracking records for future reference.
- Responsible for the security and safe keeping of cash and all shop products, stationary items, staff and cadet uniforms.
- Received all the Personal Protective Equipment (PPEs) requests from all the departments in the Academy and coordinated the delivery to the departments through the housekeeping team.

## MY LIFE PHILOSOPHY

*Success is the sum of small efforts, repeated day in and day out.*

Robert Collier

## EDUCATION

### Bachelor of Business Information Technology

Mount Kenya University

09/2011 - 08/2013

Attested by the UAE Embassy

### Diploma in Sales and Marketing

Institute of Commercial and Business Management

01/2014 - 09/2014

### Diploma in Business Information Technology

Mount Kenya University

05/2009 - 06/2011

## SKILLS

### Technical Skills

Customer Care Services    Procurement

Logistics    Distribution Skills

Retail Sales Execution    Sales Planning

Office Assistance    Call Center

Marketing    E-Commerce

Macro-economy Understanding

## EXPERIENCE

### Sales Executive/ Cashier

AL- Futtaim Group (Ted Baker London)

01/2015 - 01/2020

Dubai, U.A.E

- Welcomed customers to the shop and assisted them all the way till the cashing point applying the brand's principle "GOTFAT" which means; Great, Observe, Talk, Fit, Assist and Thank you the customers.
- Understood customer needs and queries about products, prices and services.
- Maintained broad knowledge of customer products and services and advised the customers on product ranges best suited to their needs.
- Achieved the sales target and focused on increasing sales by using sales techniques like up selling and cross selling.
- Received new shipment system-wise through SAP so that they reflect in the free stock report.
- Delivered prompt and professional solutions for customer inquiries via direct contact, phone, email or online chat.
- Displayed enthusiasm and provided superior customer service.
- Replenished products and supplies to ensure in stock conditions at all times.
- Received and displayed merchandise in accordance with established policies and procedures and ensured that stock levels and displays are in accordance with established standards.
- Inspected equipment and facilities to ensure customer and employee safety.

### Information Technology/ Multimedia Help Desk Personnel

United States International University

01/2014 - 10/2014

## ACHIEVEMENTS



#### Idea Generation

Came up with a weekly training program on different customer service topics for all the team members which boosted the team's skills.

## LICENSES

Valid UAE Driving License

## LANGUAGES

English

Native

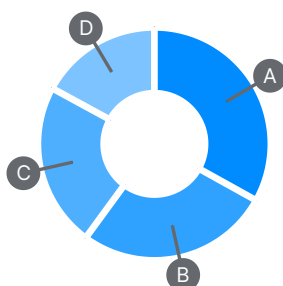


Swahili

Native



## MY TIME



- A Work
- B Self-development Initiatives
- C Family
- D Passions and Interests

## SKILLS

### Personal Skills

Communication Skills

Interpersonal Skills

Enthusiasm

Leadership Skills

Team Player

Analytical Skills

Problem Solving Skills

Negotiation Skills

Organizational Skills

Attention to Details

Learning Agility

Effective Prioritization

Flexibility

Adaptability

## STRENGTHS



#### Communication Skills

I am able to convey information to another effectively and efficiently.



#### Task Prioritization

I am able to decide which tasks are most important or urgent and deal with them first.



#### Creative Thinking

I am able to look at problems or situations from a fresh perspective and solve them.



#### Quick Learner

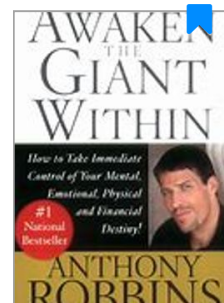
I am able to learn a variety of things easily and quickly.



#### Team player

I work well as a member of a team or group to achieve a common goal.

## BOOKS



Awaken The Giant Within  
Anthony Robbins



The Magic of Thinking Big  
David J Schwartz