



# Jennifer June Ndukwe

## PERSONAL SUMMARY

Dynamic and versatile with 10 years of experience in hospitality, customer service, sales, logistics, the media aspect of real estate and marketing with a proven track record of delivering superior customer service and reaching goals. Possessing the required communication skills, interpersonal skills and passion needed to drive sales and inspire team members to deliver professional customer service and achieve targets. Flexible and open minded, having an approachable, cheerful and friendly personality and a proven ability to ensure that a customer's experience is always enjoyable.

## LATEST WORK EXPERIENCE

**Clinton St. Baking Co & Restaurant, City Walk & Dubai Mall, Dubai (Hospitality)**  
WAITRESS November 2018 – May 2020

Provided customers with warm and polite welcome while taking orders from and serving food and beverages to them. Performed consistent check-ins with customers to ensure their satisfaction and addressed complaints swiftly. Answered questions about the menu and made recommendations when appropriate or requested. Assisted the team by occasionally performing Barista duties by preparing hot or cold drinks. Communicated with kitchen staff to ensure customer's order was properly prepared. Handled dine-in order taking with POS systems such as Revel, TOT and epos. Handled take-out orders via platforms such as Deliveroo, Talabat, UberEats, Careem and Zomato. Overall, my job entailed ensuring customers receive the best service and experience during their visit.

## OTHER WORK EXPERIENCE

Waitress - Clinton St. Baking Co. & Restaurant, City Walk & Dubai Mall, Dubai	Nov 2018 - May 2020
Private Teacher - South African Family, Khalifa City A, Abu Dhabi	Jan 2018 - Jul 2018
Sales Representative - GUO Transport Co., Lagos, Nigeria (Logistics)	Oct 2016 - Oct 2017
Personal Assistant - Complete Wellbeing Foundation – Lagos, Nigeria (NGO)	Jul 2014 - Aug 2016
Receptionist - Rent Masters Realtors, Lagos, Nigeria (Real Estate)	Feb 2014 - May 2014
Receptionist - Property Index, Lagos, Nigeria (Real Estate)	Aug 2011 - Jan 2014

## EDUCATION

**Olabisi Onabanjo University, Ago-Iwoye, Ogun State, Nigeria**  
Diploma in Business Administration (2008-2011)

**Ireti Senior Grammar School, Ikoyi, Lagos State, Nigeria**  
Matriculated (1997-2004)

REFERENCES – Available on request

## PERSONAL DETAILS

Jennifer Ndukwe  
Dubai, UAE  
M: +971 56 760 6597  
E: junendukwe@yahoo.com  
Nationality: Nigerian  
Marital status: Single

## AREAS OF EXPERTISE

Product Knowledge  
Service Knowledge  
Promotions  
Customer Service  
Marketing  
Sales

## PERSONAL SKILLS

Punctual  
Self-Motivated  
Presentable  
Result Orientated  
Ambitious  
Passionate

## LANGUAGES

English - Fluent

## INTERESTS

Traveling, Reading, Music.

## VISA STATUS

Resident