



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